

S a l a c i a

O F G R E A T B R I T A I N

Operations & Sales Administrator

Location: Kent based, on-site

Salary: Competitive, dependent on experience

Hours: Monday – Friday, 09.00-17.00

About Salacia

Salacia is a premium showroom and contracts bathroom supply business based in Cranbrook, Kent - working across retail, projects and trade.

Throughout our growth, we've remained true to our people led, family ethos. We believe that when you invest in your people, they in turn create exceptional experiences for your clients - and that principle sits at the heart of everything we do.

We've grown quickly by doing things properly, and operational excellence is central to how we deliver for our clients and protect margin as we scale.

The Role

We are looking for an Operations & Sales Administrator to support both our Retail and Projects teams. This role sits at the heart of the business and is responsible for the accurate and commercial flow of sales orders, purchasing, deliveries and aftercare.

This is not a passive admin role. It requires commercial awareness, strong organisation and the confidence to take ownership of detail that directly impacts margin, cash flow and customer experience.

Sales Order Processing

- Accurately input all Retail and Projects sales orders
- Sense-check pricing, margin, specification and lead times prior to processing
- Ensure orders follow agreed internal processes and approvals
- Act as the final quality checkpoint before orders are placed
- Purchasing & Supplier Coordination
- Raise purchase orders accurately and on time
- Plan smart ordering, consolidating where commercially sensible
- Leverage supplier terms, carriage thresholds and support
- Apply just-in-time principles to avoid excess stock holding
- Cost purchase orders accurately and protect margin
- Identify and flag supplier errors, pricing discrepancies or missed rebates

Logistics & Deliveries

- Track orders from placement through to final delivery
- Ensure deliveries align with project programmes and customer expectations
- Proactively chase delayed, partial or incorrect deliveries
- Coordinate phased, split and back-order deliveries
- Manage customer service and resolve aftersales queries professionally
- Resolve delivery issues, shortages, damages and supplier errors
- Act as a calm and capable point of contact when problems arise
- Ensure issues are logged, tracked and closed
- Maintain accurate and up-to-date CRM records
- Log customer details, order statuses and communications correctly
- Uphold a 'not in the system, didn't happen' standard
- Support clean reporting through disciplined data input
- Support the marketing team with project and product information
- Supply imagery, data and detail for campaigns, launches and events
- Act as a link between operations and marketing activity

About you

- Strong administrative or operations experience
- High attention to detail and pride in accuracy
- Commercial awareness and confidence dealing with suppliers
- Organised, proactive and calm under pressure
- Comfortable using CRM systems, ordering platforms and Excel
- Experience in interiors, construction or project environments is a bonus

Benefits

- Competitive salary, dependent on experience
- Employer pension contribution
- Annual leave plus bank holidays
- Christmas closure
- Company events and socials
- On-site parking
- Supportive, grown-up working environment

How to apply

- CV
- Short cover note outlining relevant experience
- Shortlisted candidates will be invited to interview