



WOODWIND INSTRUMENT SPECIALISTS

SALES OFFICE ADMINISTRATOR

ROLE

Position	Sales Office Administrator
Reports to	Director of Administration/Factory Manager
Location	Howarth of London Ltd, 17-19 Buckingham Road, Worthing BN11 1TH
Salary	£27,831.00 pa Pro-Rata (£13,915.50 pa for 20 hours per week)
Contract	Part Time (0.5) Permanent
Working Hours	Monday to Friday 10.00am to 2.00pm (20 hours per week)

APPLICATION AND INTERVIEW DATES

Application Deadline	Tuesday 13 th March 2026
Interview	Interviews will be completed at the earliest availability after applications have been received.
Format of Application	Please email Tom Streeter, Factory Manager at toms@howarthlondon.com explaining relevant experience and interest in the role and attach your CV. If applying through Indeed, please send an email including your CV to ensure this is received.

PURPOSE OF THE ROLE

Howarth of London is the UK's leading retailer of Woodwind Instruments and manufacturer of high-quality Oboes. We are seeking a part-time Sales Office Administrator to support our Manufacturing Division in Worthing. The successful candidate will have experience of working in a busy office environment and completing a wide range of office tasks in an efficient and professional manner. The role also includes preparing, packing and shipping our instruments worldwide, therefore good mobility and strength are essential to the position.

JOB DESCRIPTION

KEY RESPONSIBILITIES

- **Process Sales Orders:** Receive and process sales orders accurately and efficiently, ensuring all required information is complete. Coordinate with various departments to ensure timely order fulfilment.
- **Maintain Sales Database:** Update and maintain the sales database by entering new customer information, updating contact details, and recording interactions and sales activities. Ensure data integrity and accuracy.
- **Handle Inquiries and Correspondence:** Respond to customer inquiries promptly and professionally via email, phone, or in-person. Provide information about products, pricing, availability, and delivery schedules. Assist in resolving customer complaints or issues by coordinating with relevant departments.
- **Maintain Customer Relations:** Follow up with customers to ensure satisfaction.
- **Pick and pack goods ready for national/international shipment, book shipments for collection and complete customs paperwork and shipment documentation.**

Registered Office & Showrooms: 31 Chiltern Street, London W1U 7PN Tel: 020 7935 2407
Email: sales@howarthlondon.com Web: www.howarthlondon.com

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Directors: A Cooney, K Le Meunier-FitzHugh



- Greet all site visitors and process check-in/out procedures and ensure Health & Safety protocols are enacted.
- Respond to all telephone enquiries and ensure that calls are passed onto the correct person in quick and polite manner.
- Aid the Factory Administration department with day-to-day tasks.
- Follow all safety guidelines and maintain a clean and organized work area.

Please note:

This job description is not exhaustive, and amendments and additions may be required in line with future changes in policy, regulation or organisational requirements, it will be reviewed on a regular basis.

CANDIDATE PROFILE

ESSENTIAL

- Good personal presentation, a polite and friendly manner with excellent communication skills.
- Experience of working in a fast-paced and busy office environment.
- Clear diction and polite telephone manner.
- Physical fitness, good mobility and the ability to lift medium sized boxes.
- Strong attention to detail and ability to follow instructions accurately.
- Excellent organisational skills with a proven ability to prioritise tasks and meet deadlines and to manage time effectively.
- Effective interpersonal and communication skills, with an ability to build and maintain a positive working relationship with managers and colleagues.
- Self-aware and able to use initiative.
- Competent IT skills including proficiency in all Microsoft Office applications.
- Flexibility to adapt to changing priorities and work in a fast-paced environment.

DESIRABLE

- Experience in order processing and international shipping.
- An interest in classical music.

ADDITIONAL REQUIREMENTS

- Applicants must have the right to work in the UK

WORKING RELATIONSHIPS AND CONTACTS

INTERNAL

- Manufacturing Administration Team
- Trade Sales Manager
- Factory Manager

EXTERNAL

- Site Visitors and Telephone Enquirers.
- Shipping and Packaging Suppliers and agents.



ADDITIONAL BENEFITS

- 28 days leave (including Bank Holidays) – Pro Rata
- Company Auto Enrolment Pension Scheme
- Interest-Free loan for an annual travel season ticket (after probationary period)