

Office & Operations Lead

WHITE COCO | KING'S ROAD, CHELSEA

- **Location:** Based at the King's Road store, split between the office and shop floor.
- **Reporting to:** COO – Strategy & Transformation, working closely with the Executive Team.
- **Hours:** 10am–6pm, Monday to Friday, plus one Saturday per month on the shop floor, with a weekday off in lieu during that week.
- **Pay:** £130 per day, £175 on Saturdays.
- **Start date:** As soon as possible.

About White Coco

White Coco is an independent British fashion and lifestyle boutique founded in Hungerford in 2011, now with stores in Chelsea, Hungerford, Oxford and Harrogate. We are known for warm, personal service, distinctive handpicked styles and great quality at accessible prices. This role keeps our biggest and busiest store and wider business running smoothly.

The Role

We are looking for a highly organised, proactive Office & Operations Lead to act as an operational hub for White Coco. Based at our King's Road store, you will combine hands-on shop-floor support with responsibility for store operations, stock accuracy, online orders and customer service, while providing practical support to the Executive Team.

Shop Floor & King's Road Operations

- Deliver exceptional, personal customer service and provide shop-floor cover during busy trading periods, including one Saturday per month.
- Support the smooth day-to-day running of our largest and busiest store, including handling complex customer transactions.
- Manage the King's Road shop rota, balancing shop-floor coverage and trading needs.
- Support the planning and delivery of in-store events.
- Coordinate and direct the picking, packing and posting of customer orders from the Kings Road.

Stock & Inventory Management

- Manage stock levels and replenishment at King's Road in close coordination with the warehouse.
- Lead on deliveries, checking and unpacking items accurately, and ensuring stock transfers are recorded correctly.
- Act as a key contact for stock movements across locations, proactively resolving discrepancies and minimising stock issues.

Wider Support to Executive Team

- Provide responsive administrative and operational support to the Executive Team, helping keep priorities, tasks and follow-ups on track.

- Assist with sales tracking, invoicing, supplier top-up orders, reporting and other ad hoc business projects.
- Assist with the preparation and execution of quarterly product drops, coordinating product information, and writing accurate, engaging product descriptions for the website and supporting e-commerce activity.

Online Order Fulfilment and Customer Service (Where Required)

- Take ownership of the daily online order process from receipt through to dispatch.
- Manage stock transfers between locations to support customer purchases such as pick up orders.
- Manage the return of online orders.
- Lead on all customer service emails and the website's digital 'chatbot', escalating to the Executive Team where required.

Person Specification

- Experience in retail operations, office coordination or a similar hands-on role, ideally within fashion, lifestyle or multi-site retail.
- Practical experience using stock and inventory systems, including stock movements, deliveries, and replenishment.
- Confident using Excel or Google Sheets to maintain accurate records and organise information.
- Experience with e-commerce platforms such as Shopify, including online orders, product information, or customer enquiries.
- Strong customer service experience.
- Excellent written and verbal communication skills.
- Highly organised, strong attention to detail, and comfortable juggling changing priorities in a busy, growing business.
- A proactive, dependable team player who enjoys both office-based work and spending time with customers on the shop floor.

Why Join Us?

- Join a friendly, ambitious independent British company and work closely with the senior team.
- Enjoy a varied role with the opportunity to make a tangible difference across store operations and e-commerce.
- Receive a 20% staff discount on full-price items.

To apply: Please send your CV to laura@whitecoco.co.uk.