The Pet Carpenter
Handcrafted Pet Furniture

Part Time Sales Administrative Assistant

Maternity Cover with Potential to Extend

Hours: up to 18 hours per week
Working pattern: Flexible during office hours (09:00 - 4:30) over a minimum of 3 days.
Pay: £12.21 - £12.71 per hour
Location: Office based at Langage Business Park, Plymouth, with potential for some home working once fully confident in the role

About The Pet Carpenter

The Pet Carpenter is a family run bespoke pet furniture business, designing and building beautifully crafted furniture that gives pets a safe, calm space while fitting seamlessly into the home. We work closely with customers across the UK to guide them through a thoughtful design process, balancing practicality, aesthetics and their pet's needs.

We are looking for a part time Sales Administration Coordinator to support maternity cover, with the opportunity for the role to extend and develop for the right person.

Purpose of the Role

The initial focus of this role is to support the administration of customer leads as they move through our bespoke furniture design process. You will play a key role in ensuring enquiries are well organised, accurately recorded and progressed smoothly, helping both the customer and the wider team.

This is an ideal role for someone who enjoys structure, communication and being part of a small, growing business.

Key Responsibilities

- Supporting the administration of new and existing customer enquiries
- Updating and managing customer information within our CRM system
- Organising and maintaining spreadsheets, including filtering and sorting data
- Corresponding with customers via email, telephone and instant messaging.
- Supporting the sales and design process by following established systems and workflows
- Navigating internal systems such as Google Drive and, where needed, the website or Wordpress dashboard to source information
- Assisting with general administrative tasks to support the smooth running of the business

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Skills and Experience

Essential:

- Strong administrative skills with good attention to detail
- Confident using Google Drive and/or Microsoft Office
- Comfortable working with spreadsheets for basic filtering, sorting and data management
- Good written and verbal communication skills
- A methodical, organised approach to work
- Ability to follow processes and work reliably within them
- A good standard of English for customer correspondence

Desirable but not essential:

- Experience using a CRM system e.g. Zoho
- Familiarity with Wordpress dashboards or website back ends
- Familiarity with using AI Tools to support tasks e.g. ChatGTP; Gemini
- Previous experience in sales administration or customer support

Who This Role Might Suit

This role could suit a parent or carer looking for part time work during school hours, or someone returning to work who enjoys administration, structure and customer interaction. We value reliability, curiosity and a willingness to learn over ticking every box.

Development Opportunities

For the right candidate, there is genuine opportunity to grow and shape this role over time. As the business continues to expand, this position could develop to support wider operations, sales processes or customer experience initiatives.

How to Apply

Please send a 1 page covering letter/email to hello@thepetcarpenter.co.uk outlining your relevant experience and interest in the role along with your CV. Please also indicate availability to start.