



Join an ethical and award-winning employee-owned outdoor clothing brand as Re-Store Adventure (Workshop) Administrator.

The Company

Páramo Directional Clothing designs and distributes durable garments for outdoor people, using unique and superior fabric systems to keep them comfortable in extreme environments. The products are indefinitely renewable using Nikwax® aftercare and their innovative design allows the garments to be recycled at the end of their useable lifetime.

We develop our products in-house, from the headquarters in Wadhurst, East Sussex, with the garments manufactured at The Miquelina Foundation in Bogotá, Colombia. This partnership started in 1992 and has assisted over 10,000 vulnerable women to find a better life, away from prostitution or exploitative situations. With Páramo's support, the factory has carried the World Fair Trade label since 2017.

We have an ongoing dedication to minimising our impact on the environment and a devoted group of people to help develop the business. Páramo is employee owned, which will protect and build upon our purpose and values, whilst securing a bright future for all employee owners.

We highly value our Partners, and this is an exciting opportunity to join our Group.

The Role

Our workshop in Wadhurst expertly repairs and restores all Páramo garments, helping to reduce textile waste and prolonging the lifespan of each garment. You will be responsible for the efficient processing of garments through the Workshop in line with Páramo policies and processes.

This is a permanent onsite role at our headquarters in Wadhurst, East Sussex. Ideally, we are looking for someone for 25 hours or more a week, and available Monday to Friday.

You Will

- Be responsible for all garments coming into the Workshop - including directly from customers, brand stores and retailers, in-line with company policy and procedures
- Manage all repair tickets with up-to-date information in accordance with processes and GDPR regulations
- Provide quotations to customers and businesses, based on requests and examination of garments received, and share information internally regarding expected costs
- Assist in the process flow of work with repair partners, including communication, stock control and building repair packages as required
- Oversee incoming mailbox, providing efficient and detailed responses to any queries
- Monitor payments due from customers and follow up accordingly
- Ensure repaired garments are transferred to laundry
- Assist the Workshop Manager and Re-store Adventure Partner Manager with administration duties
- Compile reporting on key metrics as specified by the Workshop Manager
- Be a point of contact between the workshop and key departments including Customer Experience, Sales, Laundry and Despatch.

You Will Be

- An excellent organiser with impeccable attention to detail
- Able to follow procedures and processes
- Proficient in utilising various IT packages, including Outlook, Excel, Word and PowerPoint
- Interested in the garment or textile industry
- A superb communicator across a variety of channels
- Someone who thrives in a dynamic team environment but is equally able to work alone under own initiative
- Able to demonstrate an understanding of garment construction (or show willingness to learn)
- Qualified to GCSE Maths & English (or equivalent).

The Rewards

- Competitive benefits and rewards including pension, health cash plan and profit related bonus scheme
- Additional flexible benefits options including boosted pension contributions, extra holiday, assistance with childcare costs
- Annual leave starting at 26 days rising with service, plus public holidays
- Friendly and informal environment with monthly team lunches and quarterly events
- Be part of an employee-owned business where you can clearly see the effect of your efforts
- Contribute to an award-winning international company with values that you can believe in.

We are passionate and committed to being an inclusive and diverse employer, encouraging different perspectives and experiences to make us a more innovative and creative workplace.

To Apply

If you would like to apply for this position, please send us your CV & Covering Letter (clearly stating your salary requirements and ideal working hours) by no later than Sunday 4th May 2025 to recruitment@paramo.co.uk

Candidates **must** be able to provide evidence of their right to work in the UK.

We aim to review applications soon after they are received and will arrange interviews when there's someone we're keen to meet. Therefore, we may conduct interviews prior to the closing date and we reserve the right to close the advert early.

To view details of the Páramo Job Applicant Privacy Notice, please visit <http://www.paramo-clothing.com/blog/en-gb/careers/>