



HUMPHRIES
WEAVING

We are looking to recruit an Account Manager to join the team, with opportunities suited to both developing candidates at an early stage of their career and those with more established experience. The level of responsibility and independence within the role will reflect your experience, with the expectation that all candidates will contribute to managing customer relationships and delivering projects, while continuing to build their capability over time.

Humphries Weaving Account Manager

Humphries Weaving is a specialist manufacturer of bespoke jacquard fabrics, based at the historic Sudbury Silk Mills. We work with leading interior designers, architects, and heritage organisations to design and produce fabrics, delivering highly technical and visually exceptional textiles for some of the most significant projects in the UK and internationally.

We are a product-led manufacturing business, and our customers rely on us as experts. They expect us to guide, advise, and challenge with confidence, bringing both technical understanding and commercial clarity to every project.

We are looking to recruit an Account Manager to act as the primary interface between our customers and the mill, both domestically and internationally.

The Role

This is a central, fast-paced role within the business. You will manage incoming enquiries, develop projects, and represent Humphries Weaving with authority, working closely with both customers and internal teams to deliver complex bespoke fabrics and develop as a specialist in historic recreation.

From an early stage, you will be expected to engage confidently with experienced designers and specialists, contributing to discussions, sharing creative guidance and fabric knowledge, whilst building credibility through your approach.

You will need to balance creativity, technical understanding, and commercial awareness, while maintaining control of multiple projects and ensuring they move forward at pace.

Day-to-day

- You will manage a high volume of enquiries alongside multiple live projects at different stages of development.
- You will often need to respond before you have all the answers, guiding customer conversations while coordinating internally to resolve details.
- You will work across design, manufacturing, supply chain and finance, ensuring information flows clearly and projects progress without delay.
- Pace is critical. Customers expect timely responses, and maintaining momentum is key to winning and delivering work.

- You will be trusted to take ownership of your workload, prioritise effectively and ensure nothing is missed.
- You will build your own strategy within the team and have the opportunity to travel both nationally and internationally.
- This role suits someone who is comfortable operating in a high-expectation environment where responsiveness, follow-through and personal accountability are essential.

Key responsibilities

- Responding promptly and professionally to customer enquiries by email and phone, ensuring opportunities are progressed
- Managing projects from initial enquiry through design development, costing, manufacture and delivery
- Building strong, credible relationships with customers and representing Humphries Weaving with confidence
- Preparing proposals, quotations and presentations, supporting the pitching and conversion of work
- Coordinating with internal teams to gather information, resolve queries and deliver projects successfully
- Maintaining project plans, sales forecasts and pipeline visibility, ensuring the business has a clear view of activity
- Hosting customer visits at the mill and attending external meetings and site visits, including international travel.
- Contributing to business development through networking, attending and giving talks, market engagement and ongoing relationship building
- Sharing knowledge and updates across the team to support a collaborative and aligned working environment

What you will bring

- You work with energy and pace, taking pride in responding quickly and keeping work moving forward
- You take ownership of your work and follow things through, maintaining attention to detail across multiple priorities
- You are confident communicating with customers and can explain ideas, processes and technical information clearly and professionally
- You are comfortable working with incomplete information, asking the right questions and maintaining confidence while finding solutions
- You are able to engage with experienced designers and specialists, contributing to conversations with credibility even as your knowledge develops
- You combine creative thinking with structure and delivery, able to translate ideas into clear, actionable outcomes

- You are proactive in working with colleagues across the business, ensuring communication is clear and projects remain aligned
- You actively contribute to the team, sharing knowledge, supporting others and helping maintain momentum

Experience

You will have experience in a commercial, customer-facing or project-based role where you have been responsible for managing work, responding to customers and delivering outcomes.

Experience within textiles, interiors, manufacturing or a related field is highly beneficial, but equally important is your ability to operate with pace, judgement and confidence.

You should be able to demonstrate ownership, responsiveness and the ability to manage competing demands in a real working environment.

Valid Driving Licence.

What we offer

- The opportunity to work on complex and high-profile textile projects across the UK and internationally
- Direct engagement with expert clients and a highly specialised manufacturing environment
- The chance to build deep knowledge of bespoke fabric development from design through to production
- A collaborative team within a long-established, family-run business with over 300 years of heritage
- Ongoing opportunities for learning and development, both structured and self-directed

Looking after you

There are many benefits available to our people including financial benefits such as company funded life insurance (4x salary), enhanced pension contributions, a profit-sharing scheme, a salary sacrifice holiday purchase scheme, and health cash plan and EAP support.

Along with more social benefits such as company-organised social events, wellbeing walks, and involvement in the people forum.



About Equality, Diversity and Inclusion

We are committed to fostering a diverse and inclusive workplace. We believe that the success of our Company is built on the talent, creativity, and perspectives of all individuals, and we actively encourage applications from people of all backgrounds.

We actively seek out diverse individuals who are dedicated to our values of building a great place to work.

If you need any adjustments during the application or interview process, please let us know, and we will be happy to assist you. We value diversity and encourage you to bring your unique experiences to our team.

If you are excited about being part of the world-renowned Sudbury Silk Industry, please send your CV and covering letter to Natalie Mumford at hr@sudburysilkmills.co.uk

Closing date for applications **6th July 2026**

All candidates must have an existing right to work in the UK as we are unable to provide sponsorship.

To Recruitment agencies – we appreciate your interest in our business, but we have chosen to use direct means to recruit to this role. Should we choose to work with you we will contact you directly, but please don't contact us to discuss this role.

About us

Humphries Weaving www.humphriesweaving.co.uk design and weave bespoke fabrics for special projects. We are one of three esteemed companies weaving at [Sudbury Silk Mills www.sudburysilkmills.co.uk](http://www.sudburysilkmills.co.uk) and are an accredited Best Employer Eastern Region.

The mill is fully vertical, including fabric design, yarn dyeing, warping, weaving and finishing and is OEKO-TEX® STeP accredited for Sustainable Textile Production and in 2025 received a King's Award for Enterprise for Sustainable Development, the most prestigious business awards in the UK.

