

Production Executive

ROLE SUMMARY

The Production Executive supports the team across the full product lifecycle. This is from initial design briefs and CAD development through to sampling, production coordination, quality control and documentation. This role is the operational backbone of the design and production pipeline, ensuring that projects move accurately (on brief), on time and follow Carrie K.'s values, business goals and standards of craftsmanship.

This role has to be detail-oriented, proactive and deeply passionate about fine jewellery. They will work closely with the Creative Operations Manager, suppliers and cross-functional teams to uphold Carrie K.'s brand values and quality benchmarks at every stage of the process.

KEY RESPONSIBILITIES

1. Production Support & Development

- Prepare and maintain design files, technical drawings and material lists.
- Support the review and approval process for CADs, resin samples and prototypes (flagging discrepancies in dimensions, ergonomics and finish).
- Maintain production inventory and organise design archives aligned with SOPs.

2. Production Coordination

- Track and update Work-In-Progress (WIP) status across all production orders, flagging delays or risks.
- Liaise with suppliers and craftsmen to confirm production timelines, resolve technical queries and coordinate sample submissions.
- Prepare clear and accurate technical briefs for supplier handover.
- Conduct sample reviews and support QC checks against approved specifications and quality standards.
- Document supplier performance, escalation issues and corrective action outcomes.
- Maintain production documentation and handover systems in line with SOPs.

3. Documentation & Administration

- Maintain comprehensive and accurate records across design, sampling and production stages.
- Update SOPs for sampling, production workflows and documentation practices.
- Prepare status reports, production trackers and summaries for the team.
- Support scheduling and coordination of supplier reviews, sample sessions and approvals.

4. Cross-Functional Support

- Support the Creative Operations Manager in preparing materials, references and documentation in advance.
- Assist Sales with product knowledge, sizing guidance and technical explanations when required.
- Troubleshoot design & production issues swiftly, escalating to the Creative Operations Manager with clear summaries and proposed solutions.

5. Training & Brand Standards

- Uphold Carrie K.'s standards of craftsmanship, storytelling and service.
- Actively participate in structured onboarding and training (design storytelling, gemstone knowledge, craftsmanship, QC standards and SOPs).

- Support the delivery of internal training materials and product knowledge sessions for new team members when required.
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REQUIRED SKILLS & COMPETENCIES

Technical & Product Knowledge

- Basic knowledge of fine jewellery construction (metal types, setting styles, finishing techniques and quality standards).
- Familiarity with gemstones and materials commonly used in fine jewellery (diamonds, colored gemstones, pearls, jadeite and precious metals).
- Proficiency in CAD tools relevant to jewellery design (e.g. Rhino or equivalent) or strong sketching ability with a willingness to develop CAD skills.
- Understanding of production workflows (from brief to prototype to final piece and the quality checkpoints within them).

Operational & Organisational Skills

- Strong project coordination skills: ability to manage multiple production orders and design briefs simultaneously.
- Methodical documentation habits (accurate, consistent and proactive in keeping records current).
- Ability to quickly learn and adapt to WIP tracking tools and production management workflows.
- Comfort with spreadsheets, file management and reporting tools (Excel/Google Sheets, shared drives, project trackers - Monday.com).

Communication & Collaboration

- Clear and professional written and verbal communication (able to liaise with suppliers, craftsmen and internal teams accurately).
- Ability to translate design intent into precise technical language for supplier briefs.
- Collaborative team player who supports the Creative Operations Manager and cross-functional colleagues.

Mindset & Character

- Close attention to details and a zero-compromise attitude toward quality.
- Proactive problem-solver: identifies issues early and brings proposed solutions.
- Self-starter who can work independently in a fast-paced and dynamic environment.
- Genuine passion for fine jewellery and craftsmanship (curiosity about materials, techniques and the stories behind each creation).

Experience (Preferred)

- 1 - 2 years of experience in a design, production or operations role within fine jewellery, luxury accessories or a related craft-based industry.
- Experience working with external suppliers and craftsmen in a coordination or liaison capacity.
- Exposure to bespoke or made-to-order product workflows is an advantage.