

Showroom Manager

Company Overview

Louise Bradley is an internationally recognised and highly regarded Interior Design and Interior Architecture practice providing turn-key services to discerning clients in the luxury residential market. In addition to the design practice, the exquisite retail collection of Furniture, Fabrics and Accessories is offered from our showroom in Knightsbridge.

Summary Role

This is an exciting opportunity for an experienced result driven sales professional to oversee the management of our showroom and the sales of our retail collection. Responsibilities will include managing and developing the company's showroom sales team to promote and sell our products and services, identifying opportunities to develop sustainable growth in sales and profitability.

Key Responsibilities

Oversee the smooth running of the showrooms, ensuring they operate with the highest standards of customer service and presentation.

Uphold the company ethos and brand values with the utmost care and attention.

Manage and support the showroom sales team, ensuring they operate with confidence, competence and knowledge of our procedures, products and prices.

Nurture client relations to develop sales with new and existing trade and retail clients and propose new business development opportunities.

Take personal responsibility for select major client accounts/opportunities.

Recruit team as deemed necessary and ensure they are fully trained in all areas.

Nurture and develop the showroom sales team to optimize their performance and success.

Develop, maintain and issue reports to Senior Management on sales performance of clients and products, as well gross margin and other KPI's.

Showroom
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Head Office & Design Studio
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showrooms@louisebradley.co.uk design@louisebradley.co.uk www.louisebradley.co.uk

Registered in England Walton Street Trading Company Limited Registration no2744503

Detailed Responsibilities

Adopt a supportive and collaborative work ethic amongst the showroom sales team and other departments throughout the business.

Ensure the showroom operating procedures are kept up to date and are followed on all occasions and that the company's operational systems, hardware and software are maintained and are operating at their optimum.

Manage the day-to-day sales related issues and ensure all leads and enquires are followed up in a professional and timely manner.

Maintain the showroom rota and ensure adequate staff levels are maintained (Monday – Saturday) and at relevant events.

Introduce and maintain a training program to develop expertise and increase product and sales knowledge.

Recommend and manage effective programs to compensate, coach and appraise sales staff. Review performance, setting goals and targets.

Ensure VM standards are maintained and the showroom display is well stocked.

Collaborate with the showroom stylists to ensure the showroom remains fresh and in tune with current trends.

Ensure all new products are launched and correctly represented through all sales channels and/or relevant events.

Ensure all product information and prices are up to date and that products are correctly labelled. Ensure all product specification sheets are maintained across all points of sale.

Ensure the client database remains up to date. Develop and maintain an understanding of our client's interests and the projects they are working on, in order to maximize ongoing sales opportunities.

Liaise with procurement, warehouse and accounts to ensure all orders are fully paid for and are fulfilled in accordance with our quoted lead-times and client's expectations.

Ensure adequate stock levels are maintained, undertaking periodic stock-takes as required and that all exdisplay and discontinued products are sold through.

Work collaboratively with Senior Management and Marketing to propose and develop new sales and marketing initiatives.



Record and communicate client feedback and keep up to date with competitor activity, products and pricing.

Skills, Qualities and Interests

A keen interest in design and experience within the luxury interiors market, ideally in selling furniture and accessories.

Showroom/Sales Management experience with proven track record in growing sales.

Well presented, client facing and first class communication skills, written and spoken.

Hands-on, solution orientated with excellent organizational skills and ability to multi-task.

Excellent motivation and influencing skills. Strong leadership, mentoring and team player, committed to team and individual goals.

Salary subject to experience.

For more information and to submit your CV, please email careers@louisebradley.co.uk