Job Title: Showroom Executive
Reports to: Head of UK Sales
Location: Chelsea Design Centre
Type: Full-time, 37.5 hour working week

About Vaughan

Vaughan is a distinguished British brand, internationally recognised for our expertly crafted lighting, furniture, and textiles. We work with many of the world's leading interior designers, architects, and hospitality clients, offering timeless design and impeccable craftsmanship made in Britain.

Role Overview

The Showroom Executive is the first point of contact for all clients visiting the Vaughan showroom. This role plays a key part in delivering a warm, polished, and professional welcome that reflects Vaughan's values and enhances our reputation for exceptional service. The role supports the wider Sales teams in delivering an engaging, organised, and inspiring client experience, from entrance to exit.

This vacancy has arisen due to internal promotion.

Salary: £29,000 per annum

Key Responsibilities

Client Welcome & Experience

- Provide a warm, attentive welcome to all showroom visitors.
- Manage the client sign-in and notification process.
- Offer refreshments and ensure clients feel comfortable while waiting.
- Maintain a calm, professional, and polished atmosphere throughout the showroom.
- Support client hosting by preparing sample areas and ensuring products are presented to Vaughan standards.

Showroom Operations

- Support daily opening and closing procedures.
- Maintain showroom presentation standards across all areas, including desks, displays, and sample zones.
- Carry out daily lighting, cleanliness.
- Ensure brochures, swatches, and collateral are replenished.

Sales & Team Support

- Assist with Retail and Trade client enquiries and direct them to the appropriate Account Manager when needed
- Support with preparing sample packs, swatches, and loan items.
- Assist with admin tasks such as diary support, booking appointments, and follow-up messages when required.

Events & Hospitality

- Support the setup and hosting of showroom events, presentations, and training days.
- Coordinate refreshments and ensure guest areas are presented to a high standard.
- Help maintain a welcoming and brand-consistent environment during events.

Communication & Coordination

- Relay client messages, enquiries, and follow-up needs promptly and accurately.
- Work closely with the Showroom, Sales, and CRT teams to ensure a smooth flow of information.
- Contribute suggestions to enhance the client and showroom experience.

Experience & Skills

Required:

- Experience in front-of-house, hospitality, customer service, or showroom environments is desirable.
- Customer-centric with a professional, friendly and proactive communication style
- Strong interpersonal skills with confidence engaging high-end clients.
- Highly organised with strong attention to detail.
- Professional appearance and demeanour in line with a luxury interiors brand.
- Ability to multitask and work calmly in a busy environment.
- Comfortable with basic admin tasks; CRM experience in HubSpot

Preferred:

- Familiarity with luxury products, bespoke orders, or trade/contract clients
- Experience working with interior designers, procurement specialists, or specifiers.
- An interest in interior design and strong visual sensibility.

Personal Attributes

- Professional, approachable, and client focused.
- Proactive and self-motivated with a growth mindset.
- Comfortable working in a fast-paced, collaborative showroom environment.
- Natural host with a proactive attitude.
- Team player with a willingness to support wherever needed.
- Passion for exceptional customer service.
- Takes pride in presentation and creating a polished environment.

Interested?

Email a copy of your CV and covering letter to HR@vaughandesigns.com
We look forward to hearing from you.