

Showroom Manager

We have an exciting opportunity for a Showroom Manager to join us at The Style Library showroom located in the D&D building is to elevate our growing business.

Our company, together with its subsidiaries, designs, manufactures and distributes luxury interior furnishings, fabrics, and wallpapers and is the official home for six of the best British brands: Zoffany, Harlequin, Sanderson, Morris & Co., Scion and Anthology.

Purpose

A showroom-based sales and leadership role with a strong emphasis on developing and nurturing relationships with interior designers. You will be responsible for leading all-showroom implementation processes and driving consistent execution of the brand's visual strategy to create an exceptional customer experience. Responsible for maintaining exceptional service to all visitors whilst also leading, monitoring, and mentoring the showroom-based sales team on a day-to-day basis. Building strong relationships with new and existing Interior Design clients, building brand awareness and the reputation of the brands throughout the industry.

Responsibilities

- Development and cultivation of relationships with Interior Designers inside and outside of the showroom. Working with them on existing projects and developing new opportunities
- Acknowledge and assist existing customers whilst gathering new leads
- Translate the corporate guidelines and set directives to elevate the brand presentation at the showroom level
- Ensure the Showroom Team continuously improves and delivers exceptional service and results
- Secures relevant and inspiring range presentation solutions, optimal showroom layouts, and effective communication
- Challenges the team to take actions that develop both short term and long-term opportunities
- Ensures the Showroom Associates have the correct understanding of showroom layout, range presentation, software and reporting systems and showroom communication
- Organizing and leading the team to provide an efficient, speedy, and appropriate sampling service for all visitors to the showroom
- Responsible for communicating local market knowledge to ensure strategy and planned solutions meet the needs of the customer
- Can speak to interior design, visual merchandising, and graphic design concepts to a high level
- Ensure that all visitors to the showroom understand the DNA of each brand and what they have to offer
- Act as the first point of contact, to recruit and lead all showroom associates. Training, coaching, mentoring, and motivating each member of the team to always ensure smooth and efficient operations in the showroom

- Record, analyse, report, and administer through regular communication to corporate and peers
- Responsible for hosting events in collaboration with the Marketing team
- Partner with clients to understand their business objectives and maximize sales performance in the most efficient, cost effective and commercial manner
- Leads, develops, and inspires the team to create interest in interior design with customers and demand for home furnishing solutions

Skills & Experience

- Understands and can speak to interior design, visual merchandising, and graphic design concepts to a high level
- Highly self-motivated individual, good at negotiating and have interpersonal skills with the desire to develop these skills further
- Strong business acumen and industry expertise
- Excellent mentoring, coaching and people management skills
- Commercially aware
- Demonstrable ability to present, influence and communicate effectively at all levels of the business
- Self-driven, results orientated and a positive outlook
- Enjoy working in a team and closely with several internal stakeholders
- Strong analytical and numerical skills. Capable of building and explaining financial models
- Comprehensive computer skills including Microsoft Office, Outlook, Word, Excel, and PowerPoint
- When required, willing to travel to engage directly with partners
- Excellent communication skills
- Previous experience successfully managing sales teams ideally from a similar industry
- Proven track record of achieving targets and driving sales growth in a business
- Strong leadership and management skills and an ability to inspire sales teams
- Ability to lead and motivate
- Strong organizational skills with a problem-solving attitude
- Able to prioritize workload for self and direct reports in order to maximize profit
- Formal sales training would be a strong advantage but not essential
- 5-10 years' experience of managing a sales organization
- Bachelor's degree and/or equivalent
- Driver's License