

Colour Consultancy Coordinator for Edward Bulmer Natural Paint, based at 69 Pimlico Road

Location: Based in London showroom (SW1), regular visits to HQ & retail partners outside London.

Brand: Edward Bulmer Natural Paint

The Role: We are looking for a proactive, highly organised and customer-focused Colour Consultancy Coordinator to develop our colour advice service through re-organisation and business development to realise its full potential for the business.

General Description:

Colour consultancy is a proven way to generate paint sales and so this is a key growth area within our business. As the first point of contact for many clients, you will be responsible for ensuring a seamless customer journey, from the initial enquiry and booking through to post-consultation follow-up and to maximising and winning the final paint sale and beyond. You will manage the day-to-day operations of the consultancy service to make sure that we offer the best possible service to our customers. You will be responsible for growing this area of the business by identifying opportunities to improve the customer experience, increasing booking volumes by collaborating with sales and marketing teams particularly through social media and strengthening relationships with key designers and retail partners. You will also be a key member of the London showroom team.

This role is ideal for someone who thrives on organisation, enjoys building relationships, delivering sales and has an appreciation for interiors, colour and sustainability.

Daily Responsibilities:

- Manage all Colour Consultancy enquiries across phone, email and in person maintaining accuracy on our CRM.
- Coordinate all bookings for in-showroom, virtual and in-home consultations, keeping the consultancy diary, ensuring efficient scheduling and communication.
- Prepare consultation packs and ensure consultants have all relevant project information and assets to deliver a successful consultation.
- Act as the main point of contact for clients throughout the consultation process and follow up.
- Deliver reports to senior leadership on the colour consultancy business on bookings, enquiries, pipeline value, paint sales and conversion rates.
- Maintain client records and monitor follow-up action.
- Working with marketing team on day to day campaigns, social media and CC events.
- Ownership of colour consultancy information on the website, able to edit and upload information as necessary.
- Whilst in the showroom the work involves constant, short ad hoc colour consultations. You must be warm, knowledgeable and deliver a professional experience that reflects the Edward Bulmer Natural Paint brand.
- Follow up with clients that come into the showroom and received ad hoc consultancy in a similar fashion to those who book a colour consultancy.
- Liaise with the showroom team to ensure a seamless handover from consultation to paint ordering.

Business Development Role

- Responsible for growth of Colour Consultancy by identifying opportunities to increase bookings and improve conversion rates.
- Build relationships with interior designers and retail partners
- Assist with promoting the consultancy service through showroom events, partnerships and marketing initiatives.
- Work closely with the marketing and sales teams to develop campaigns that raise awareness of the consultancy service.
- Monitor customer feedback and recommend improvements to processes and customer experience.

About You

We're looking for someone who has:

- Commitment
- Excellent organisational and administrative skills with strong attention to detail.
- Outstanding customer service and relationship-building abilities.
- Experience managing diaries, bookings or client services.
- Confidence using CRM systems and Microsoft Office.
- The ability to prioritise multiple tasks in a fast-paced environment.
- A proactive approach with a commercial mindset and an enthusiasm for growing a service offering.
- A genuine interest in ecology and sustainability plus a love of interiors/colour.

What Success Looks Like:

- A smooth, efficient and professional Colour Consultancy booking process.
- Excellent client satisfaction and repeat business.
- Increased consultancy bookings and improved conversion into paint sales against a sales target.
- Strong relationships with clients, designers and retail partners.
- Well-maintained systems, reporting and administration that support the continued growth of the consultancy service.

Why Join Edward Bulmer Natural Paint?

Edward Bulmer Natural Paint is the leading brand of beautiful and breathable paints made from natural ingredients. We are passionate about creating beautiful, healthy interiors while championing sustainability and timeless design.

Joining our colour consultancy team would mean joining the business at an exciting time in a high-growth area. As our Colour Consultancy Coordinator, you will play a key role in shaping one of our most important areas of the business. EBNP has created the market for natural paint, most people in their lifetime will buy a tin of paint – we believe this should be natural paint and are on a mission to make sure it is!

Please email applications to emma.bulmer@edwardbulmerpaint.co.uk

