



**Job Title:** Showroom Coordinator

**Reports to:** Gemma Soames

**Location:** Flora Soames Fabrics – Newson's Yard, Pimlico, London

**Full-time:** Monday to Friday, 9.30am to 5.30pm

**Salary:** Competitive, based on experience

### **About Flora Soames Fabrics**

Flora Soames Fabrics is a British fabric and wallpaper house, known for distinctive prints and weaves loved by the UK's top interior designers, with a fast-growing presence in the US. Our London showroom in Newson's Yard is a beautiful, characterful space, and we're looking for someone to run it.

This is a hands-on role with a high level of responsibility and ownership. As the face of the showroom, you will be on your own in the space for most of the week, so you will need to be confident working independently and managing the showroom day-to-day. You will work closely with our wider team at Semley headquarters in Dorset, with daily communication, regular one-to-ones with the senior sales team, and time spent with the wider team at HQ. This role would suit someone who has been working in interiors, luxury retail or high-end hospitality for two years or more and is looking for their next challenge. A passion for interiors is a must, and knowledge of fabrics and wallpapers would be a bonus. This varied role offers a mixture of customer-facing work and sales admin, so there will always be something rewarding to focus on.

### **Key responsibilities**

The showroom and our clients

- Welcoming and hosting trade and retail customers in the showroom and presenting the collection in keeping with Flora Soames' standards.
- Keeping the showroom immaculate and ensuring displays, samples, brochures and swatches are always well presented and fully stocked.
- Handling sample requests that come through the showroom, fulfilling these from showroom stock and following up with customers when needed.
- Managing sample loans and following up to make sure these are returned.
- Keeping showroom stock accurate and up to date, and flagging anything that needs replenishing.

#### **Sales administration**

- Keeping the CRM up to date with all enquiries, sample requests and loans, so the wider team has a clear view of showroom activity.
- Handling initial trade and retail enquiries, helping where possible and forwarding sales enquiries to the relevant person at head office for processing.
- Supporting the day-to-day sales administration, including responding to client enquiries and sending dispatch and tracking information.
- Working closely with the Semley team on day-to-day sales and client requests.

#### **Brand and market**

- Supporting the social media plan by capturing content from the showroom, including new arrivals, displays and events.
- Helping with showroom marketing and events, including Flora Soames events as well as wider initiatives taking place on Pimlico Road.
- Keeping up to date with what is happening in the market and sharing anything relevant or of interest with the senior sales team.

#### **About you**

- Ideally, you will have at least two years' experience working in a showroom, design, retail or front-of-house environment.
- You will be warm, approachable and confident with clients, whether they are visiting for the first time or are long-standing designers we know well.
- You will be comfortable working independently and managing the showroom on your own, with a good sense of how to organise and prioritise your day.
- You will be confident using Excel, with experience of CRM systems and Xero helpful but not essential.

#### **What we offer**

- 21 days' holiday, plus bank holidays.
- Christmas closure between Christmas and New Year.
- Travel expenses covered for regular days at our Semley office.
- One day each year to attend a trade event of your choice, which is covered by us.
- A generous staff discount.

To apply, please send your CV and a short covering letter telling us a little about yourself and why the role appeals to you. Please send your application to [gemma@florasoames.com](mailto:gemma@florasoames.com).