



Title: Assistant Showroom Manager - Marylebone store

Reporting to: Showroom Manager

Hours: Permanent, full time.

Location: Working from the Marylebone showroom, 61 Marylebone Lane, London, W1U 2PA.

Start Date: Mid-September

About Mud Australia

Founded in 1994 and designed by Shelley Simpson, Mud Australia handmakes timeless porcelain homewares locally in Sydney. With 14 stores in Sydney, Melbourne, Brisbane, London, Toronto, New York, and Los Angeles, and resellers globally, Mud Australia continues to cement its presence as a global business. Mud Australia is a proudly carbon-neutral business.

Mud Australia's continued success comes from the many people who work with us. We seek and recruit diverse people for the many benefits it brings to our business. We're a fun and respectful workplace that loves employing skilled people with personality and passion.

Mud Australia offers generous product discounts and rewards to team members in recognition of their efforts.

Job Overview

We are looking for a full-time Assistant Manager to join our London team. Based in our Marylebone showroom, we're looking for someone with a dedication to excellent customer service, a natural flair for creating memorable experiences, and the drive to achieve strong retail sales performance.

You'll work closely with our tight-knit team in a creative environment on Marylebone Lane, representing Mud and helping our customers discover pieces they'll live with for years to come.

Main responsibilities:

- Deliver exceptional customer service across all channels, at all times
- Actively manage the Marylebone showroom, taking a lead on presentation and merchandising standards
- Support the Showroom manager in the training and development of new starters
- Manage customer feedback; providing solutions and resolutions to address issues in a timely manner
- Manage the whole customer experience in line with brand values
- Assist the Showroom manager in managing the store to achieve budgeted sales and profit target

Personal attributes:

- Customer service oriented
- Self-motivated and hardworking with a solutions' focus, exacting standards and attention to detail
- Sales focused and results driven with keen interest in business growth
- Calm under pressure
- Friendly and approachable
- Well-organised and structured

If you are interested in applying for this role please send a copy of your cover letter and CV to careers@mudaustralia.com