



## SALES ASSISTANT, TROVE

**Based:** In our Notting Hill shop

**Working pattern:** Tuesday to Saturday, with Saturdays in the shop as standard

**Reporting to:** Sales Manager

**Salary:** £25-£29k base plus commission

**Starting:** February 2026

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### **The role:**

The Sales Assistant is a customer facing role at the heart of Trove. This position is responsible for delivering a warm, responsive, and highly organised sales experience across the shop, showroom, and inbox.

The role focuses purely on sales and customer service. It plays a critical part in ensuring enquiries are handled promptly, customers feel supported and informed, and the Trove experience is consistent, calm, and considered at every touchpoint.

This is not a design or creative support role. It is a detail focused, people centred position suited to someone who enjoys working with customers, managing multiple conversations, and keeping things moving smoothly.

### **Core responsibilities:**

#### **Sales and customer service**

- Act as the first point of contact for customer enquiries via email, phone, and in person

- Manage the shared sales inbox, ensuring timely, clear, and consistent responses  
Welcome customers into the shop and showroom, providing a knowledgeable and friendly experience
- Support customers with product information, pricing, lead times, invoicing, delivery quotations and ordering processes
- Process orders accurately and efficiently
- Follow up on quotations, samples, and outstanding enquiries
- Maintain strong attention to detail across all customer communications

## **Showroom and shop support**

- Ensure the shop and showroom are presented to a high standard at all times
- Prepare for and support showroom appointments and welcome breakfasts
- Handle sample requests, packaging, and dispatch
- Maintain organised records of samples and customer interactions

## **Sales administration and coordination**

- Support accurate order tracking and customer updates
- Assist with invoicing processes where required
- Liaise with the Sales Manager and Operations team to ensure customers are kept informed
- Keep internal systems and records up to date

## **Skills and experience**

- Experience in a customer service or sales role, ideally within a design-led or premium retail environment
- Confident and professional communicator, both written and in person
- Highly organised with strong attention to detail
- Calm and reliable, with the ability to manage multiple enquiries at once  
Experience using customer service or ticketing platforms such as Freshdesk, Intercom, Gorgias, or similar systems  
Comfortable working in a shop environment and engaging with customers face to face
- Interested in interiors, design, and quality craftsmanship

## **Ways of working**

- Based in the shop and studio Tuesday to Saturday
- Saturdays are a core part of the role and spent in the shop
- Collaborative and supportive team member
- Comfortable working within clear processes and systems

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## ABOUT US

Trove is a design-led homewares and furniture brand founded by interior designer Tiffany Duggan, born from the world of Studio Duggan but defined by its own distinct spirit. Our pieces bring together craftsmanship, proportion and soul; furniture and objects that feel considered, characterful and quietly confident.

We design and curate with intention, drawing on the same interior design sensibility that underpins Studio Duggan's work. Every piece is made with care, balancing beauty and function, tradition and modernity. The result is a collection that feels layered and timeless, for homes that are expressive, lived in and full of feeling.

You will be joining a small, thoughtful team in our Notting Hill studio and shop. It is an environment that values collaboration, curiosity and craft. We take pride in doing things properly, supporting each other's growth, and working closely with our network of skilled makers to bring soulful, design-led products to life.

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## JOIN US

Trove is an equal opportunity employer. We value individuality and welcome applicants from all backgrounds and experiences.

If you are a thoughtful, motivated professional with a passion for design, craftsmanship and considered living and want to play a meaningful part in shaping a growing homewares brand; we'd love to hear from you. This is an opportunity to contribute to a creative, ambitious business at an exciting stage of growth, working closely with a small team who care deeply about what they do.

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## WHAT WE OFFER

- 20 days' holiday per year, plus bank holidays and the days between and New Year
- A friendly, design-led team environment with regular studio gatherings and a culture of collaboration
- A welcoming, dog-friendly workspace in the heart of Notting Hill

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To apply, please email your CV and a short introduction to [careers@thetrove.co.uk](mailto:careers@thetrove.co.uk)