

BERT & MAY

HANDMADE TILES IN CURATED COLOURS

Store Manager – The Mix

Location: Hackney, East London, London, UK

Employment Type: Full-time, Permanent

Salary: £30,000–£35,000 per annum + performance-related bonus

About Bert & May

Bert & May is a design-led interiors brand with an exciting growth strategy and big ambitions. Known for our distinctive approach to colour, pattern, craftsmanship and materials, we work closely with some of the most inspiring names across the interior design industry.

Our East London flagship, **The Mix**, brings this world to life. More than a retail space, The Mix is a destination for designers, architects, trade customers and design enthusiasts, showcasing Bert & May alongside a carefully curated selection of partner brands.

We are looking for an ambitious, energetic and commercially minded **Store Manager** to lead The Mix and make it one of East London's leading destinations for interior design.

The Role

As Store Manager, you will take ownership of the day-to-day performance and development of The Mix.

You will be responsible for creating a vibrant, inspiring and commercially successful destination — driving footfall and awareness, delivering an exceptional customer experience and converting visitors into sales.

A key part of the role will be developing and delivering a programme of **events, launches, collaborations and design-led experiences** that bring customers, designers, architects and industry partners into the space.

You will also act as the key point of contact for the partner brands represented within The Mix. Building strong relationships will be essential, ensuring their expectations are consistently exceeded, their spaces and products are presented to the highest standards, and the overall customer experience reflects the quality of every brand within the studio.

This is a hands-on role for someone who enjoys being at the heart of a busy creative environment, is commercially driven, and has the personality and initiative to make things happen.

Key Responsibilities

Store & Commercial Performance

- Take full ownership of the performance and day-to-day management of The Mix.
- Develop and implement initiatives to increase footfall, awareness, customer engagement and sales.
- Convert visitors and enquiries into sales through exceptional product knowledge and customer service.
- Set and monitor commercial targets, identifying opportunities to maximise revenue.
- Track store performance and provide regular reporting and insights to senior management.
- Ensure all sales opportunities are followed up promptly and professionally.
- Develop relationships with existing and prospective trade customers, designers, architects and private clients.
- Encourage repeat visits, referrals and long-term customer relationships.

Customer Experience

- Create a welcoming, inspiring and memorable experience for every visitor.
- Act as a knowledgeable and passionate ambassador for Bert & May and the wider Mix community.
- Develop an in-depth understanding of all products and partner brands within the studio.
- Ensure customers receive a consistently high level of service from first interaction through to purchase and beyond.
- Identify opportunities to introduce customers to relevant products, brands and services across The Mix.

Events & Footfall Generation

- Develop and manage a regular programme of events designed to drive footfall and awareness.
- Create engaging events, launches, talks, workshops, networking evenings and collaborations.
- Work with Bert & May, partner brands and external designers to develop compelling event concepts.
- Build relationships with local designers, architects, stylists, influencers and other relevant industry contacts.

- Promote events through appropriate channels and take responsibility for driving attendance.
- Review the success of events and use insights to continually improve future activity.

Partner Brand Management

- Build strong, proactive relationships with all partner brands represented within The Mix.
- Act as the key day-to-day contact for partner brands, ensuring their expectations are understood and exceeded.
- Maintain presentation, merchandising and display standards across the studio.
- Ensure products, samples, literature and brand materials are current, well presented and accurately represented.
- Communicate opportunities, customer feedback and relevant commercial insights to partner brands.
- Coordinate launches, events and collaborative activity with partners.
- Ensure The Mix feels like a cohesive destination while allowing each partner brand to retain its own identity.

Studio Management

- Ensure the studio is always presented to an exceptional standard.
- Manage opening, closing, daily operations and general housekeeping.
- Maintain high standards of visual merchandising and product presentation.
- Work closely with internal teams to ensure customer orders and enquiries are handed over efficiently.
- Identify operational improvements that enhance both customer experience and commercial performance.
- Support and manage additional studio team members as the business grows.

About You

We are looking for someone who is **commercially driven, highly personable and genuinely passionate about design.**

You will be confident engaging with a wide range of people, from private customers through to established interior designers, architects and senior contacts within partner brands.

You will ideally have experience managing a retail, showroom, hospitality or design-led environment, although we are more interested in your energy, commercial instinct and ability to create relationships than a specific career background.

You will be:

- Confident, outgoing and highly personable.
- Passionate about interiors, design, architecture, fashion or other creative industries.
- Commercially minded with a proven ability to drive sales and achieve targets.
- Naturally proactive and entrepreneurial, with the ability to turn ideas into action.
- An excellent communicator and relationship builder.
- Experienced in delivering events or customer-facing experiences.
- Highly organised, able to manage multiple priorities and work to deadlines.
- Comfortable managing external partners and maintaining high standards.
- A confident presenter who enjoys engaging with groups and individuals.
- Detail-oriented, with a strong eye for presentation, colour and aesthetics.
- Comfortable using CRM systems, Microsoft Office and other digital tools.
- Flexible and willing to work occasional evenings and weekends when required for events.

What We Offer

- Competitive salary of **£30,000–£35,000**, depending on experience.
- Performance-related bonus.
- 28 days' annual leave, including Bank Holidays, pro-rated where applicable.
- Pension scheme.
- Staff discount across Bert & May products.
- The opportunity to work within a highly creative, design-led environment.
- The opportunity to build relationships across the interior design and architecture industry.
- An exciting opportunity to play a leading role in the growth of The Mix and Bert & May's London presence.

The Opportunity

This is an exciting opportunity for an ambitious Store Manager to take ownership of a unique multi-brand design destination and help shape its future. If you are passionate about design, love connecting people and brands, and have the commercial drive to turn a physical space into a thriving destination, we would love to hear from you.

To apply, please email your CV and a short covering note to lee@bertandmay.com.