

CONCEPT

HAND TUFTING



Join The Team

Sales & Account Manager

Concept Hand Tufting Ltd is seeking an enthusiastic and motivated sales person for upcoming maternity cover who is based in London or the surrounding areas. This is a fixed-term maternity cover contract, expected to last approximately 12 months. We anticipate that there may be an opportunity for a permanent role at the end of the contract, subject to business requirements and organisational needs.

Start date: Early September 2026

Salary: £35,000-£38,000pa depending on experience

We are looking for someone who will look after accounts and relationships developed by our current Sales and Account Manager and will also continue to introduce our luxury carpets and rugs and our bespoke design service to new customers developing solid relationships based on trust and delivering on our promises.

At Concept Hand Tufting, our work is guided by three defining principles: Creativity, Heritage, and Integrity. Together, they shape how we design, craft, and collaborate. We have built an excellent reputation for warm and friendly service, support and guidance throughout the development process, and a beautiful high quality end product.

The right candidate will introduce this ethos to new customers and provide the level of service to existing customers that they have come to expect.



Main responsibilities are:

Maintaining long term relationships with customers, and working with them on a project by project basis, managing enquiries throughout the whole journey of the bespoke design process until the point of ordering: be the client's point of contact during an entire project
visit clients to provide guidance on project specifications
provide quotes and organise artwork and sample material in order to secure the order
liaise with clients regarding delivery of their order, attend installations where necessary, and follow up with after sales care to ensure complete satisfaction
Identifying targets for new business and preparing tailored pitches for those targets.
Working within our in-house systems to capture all data and keep the records up to date
Providing managers, design and operations teams with relevant feedback from the market

The right candidate will:

- have excellent communication, prioritisation and organisational skills ensuring that the clients are well supported throughout a whole project.
- be confident in talking to clients on the telephone and in presenting to teams in face to face meetings.
- be self-motivated and have a dedicated work ethic as you will need to be able to manage your own workload.
- Be confident with CRM systems, word processing and email
- hold a full UK driving licence and have access to a suitable vehicle for business travel. Business mileage and business-use insurance costs will be reimbursed by the company.
- have at least 2 years experience with luxury goods sales, preferably in the interiors market
- a certain amount of technical knowledge is required for this role so experience with flooring would be helpful to your application
- have an interest in and understanding of design - experience in textile or interior design would benefit an application.

Location:

Our company is based in Yorkshire but our customers are all over the UK with a concentrated number in London. The position that this contract is covering is based in the London area. Please note that we do not have a London office so this is a home-based role with frequent travel across London and the South East, occasional travel to Yorkshire head office and overnight stays as required.

Benefits:

- Full time position based on working 5 days per week: Monday to Friday with an early finish on a Friday. However, there will be times when the business activity requires travel that includes overnight stays and overtime.
- 35 holiday days (6 weeks at 5 days per week plus all bank holidays outside of Christmas closure (5 days))
- Employee Assistance Programme
- Pension auto-enrolment
- All business expenses to be paid against receipts, Private car mileage at 55p/mile (max 10,000 miles per tax year)
- Company barclaycard
- Mobile telephone fully expensed
- Laptop/imac/ipad as necessary

Concept Hand Tufting Ltd is an equal opportunities employer. We welcome applications from all suitably qualified candidates regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

Applicants must have the right to work in the UK.

To apply please email your CV to ellie@concepthandtufting.co.uk

