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## Nina Campbell<sup>®</sup>

Nina Campbell Ltd is seeking an experienced Shop Manager to lead our busy Retail Team on Pimlico Rd.

The ideal candidate will have a background within the design industry, with a passion for delivering exceptional customer service and driving sales. Strong organisational skills and the ability to build and maintain customer relationships are essential. We are looking for an individual who can proactively lead the team, demonstrating approachability and expertise while collaborating effectively with the entire retail staff. It is also necessary to have confidence in putting together small schemes and assisting customers with furniture, fabric and wallpaper selections.

### **Key Responsibilities:**

- Oversee daily operations of a busy retail shop. Welcoming and assisting customers.
- Manage staff rota and team coordination.
- Prepare and present regular reports to management.
- Lead and conduct staff meetings.
- Maintain and update the customer enquiry database.
- Build strong customer relationships and drive both retail and trade sales.
- Collaborate with the stock controller to manage inventory.
- Plan and execute shop displays.
- Support the furniture department with order processing and management.
- Assisting with PR and Marketing where necessary.
- Manage and ensure the timely fulfillment of online orders.

### **Ideal Candidate Profile:**

- Previous experience in the furniture or interior design industry.
- A team player with a positive, enthusiastic attitude.
- Strong organisational and multitasking skills.
- Experience with Shopify is preferable.
- Passionate about sales.
- Skilled in designing small schemes and offering guidance on fabric and furniture selections.
- A 'roll up your sleeves' attitude.

This is a full-time, in-person role that requires working one Saturday every three weeks, with a day off the following Monday. Our showroom is open between the hours of 10am and 6pm during the week and 10am and 5pm on Saturdays. We also occasionally host events that will call for your attendance outside of regular work hours.

If you think you are the right person for this role, please send your CV to Chelsea on [c.walker@ninacampbell.com](mailto:c.walker@ninacampbell.com)