



Sales Manager, TROVE

TROVE by Studio Duggan, is seeking an experienced **Sales Manager** to join our friendly, fast paced and rapidly growing retail company.

Salary: Based on experience with Bonus

Experience: 3+ years in a similar role

Based: In our Notting Hill Studio/Shop, Tuesday - Saturday

Reporting to: Tiffany Duggan

Start Date: ASAP (but we are willing to wait for the right person!)

About Us:

TROVE, is a homewares, furniture and lifestyle brand with a Notting Hill showroom and e-commerce website, designed and curated by the Interior Design firm Studio Duggan. The collection embodies Studio Duggan signature style – with a nomadic, yet timeless sensibility and an emphasis on quality, craftsmanship and the never ending search for the extraordinary and the beautiful.

The Role:

The Sales Manager oversees all facets of the Customer experience from first Customer contact through to final delivery, ensuring all aspects of the journey are seamless and befitting of the TROVE brand.

We are looking for an experienced, ambitious and confident team player to join our fast paced, small and friendly team. An exciting opportunity where you will be given the opportunity to make the role your own and play an integral role in the company's future. The ideal candidate will have 3+ years experience in a similar role, be able to work independently, enjoy developing new processes, offer exemplary customer service, remain calm under pressure and enjoy the challenge of a dynamic company with big ambitions for the future.

You will be working closely with the Managing Director, the Product Manager and the Sales & Fulfilment Assistant.

Key Responsibilities Include:

- Ensuring all national and international sales enquiries are answered swiftly (certainly within 24 hrs during business hours, but ideally within 2 hours).
- Overseeing the Sales and Fulfilment Assistant re the sending out of Customer samples and ordering of samples.
- Keeping in contact with prospective Customers, and tracking potential orders via the Enquiries Tracker to drive Sales proactively to the point of order.
- Raising Customer quotes and sales invoices and ensuring all orders are added to the system.
- Tracking the progress of all current orders with the Product Manager to ensure orders are delivered on time.
- Ensuring excellent customer service by keeping in touch with the Customer over the course of the fulfilment process to keep them up to date and manage expectations.
- Overseeing the arranging of Customer deliveries with our delivery partners and Suppliers and communicating this to the Customer.



- Assisting the bookkeeper with reconciliations when required.
- Overseeing that the showroom is well presented at all times with the help of the Sales & Fulfilment Assistant.
- Setting Sales targets, reporting and monitoring Sales performance against targets and monthly, quarterly and yearly reporting to the Managing Director, reporting best and least selling products to the Product Manager.
- Monthly sales reports and Cash flow / Sales meetings
- Managing and screening trade account enquiries
- Building and maintaining strong and genuine relationships with potential and existing clients
- Driving sales growth via outreach and proactively seeking new Customers via new avenues aligned with the Trove brand - trade fairs, trade comms, look book send outs, new product send outs, overseeing newsletter planning and scheduling with the Product Manager.
- Responsible for overseeing stock takes and feeding all upcoming replenishment orders into the Products Manager and Managing Director via monthly cash flow projections.
- Arranging visits and welcome breakfasts (approximately fortnightly) to Interior Design Studios to introduce new products.
- Overseeing that all stock orders are beautifully packaged with the help of the Sales & Fulfilment Assistant and sent out on time.
- Tracking and ordering box/packaging inventory with the help of the Sales & Fulfilment Assistant.
- Proactively looking at new ways of improving current processes and logistics/delivery related costs and margins in the future and as we grow.
- Updating the website to reflect any key Customer information eg. lead times and stock levels

Key Skills:

- 3+ years similar experience working with a high end brand
- Experience using an Inventory Management System (Trove are soon to start using Cin7 so experience with this a major plus.
- A love and appreciation of Interiors, furniture, design and detail.
- The ability to manage workload within a busy and fast paced environment.
- The ability to remain calm under pressure and have excellent organisational and communication skills.
- Mathematically confident, working with margins and projections
- Be knowledgeable and proactive when improving systems and processes
- Apple Mac and Excel proficient
- Experience with Estimac software, WooCommerce and CRM operation an advantage but not a requirement

To Apply:

Please send a copy of your CV along with a cover letter explaining why you think you would be great for the role to:

careers@thetrove.co.uk

We look forward to hearing from you!