

Job Title: Account Manager – International

Location: Chelsea Design Centre London, and/or Winchester

Reports To: Head of International/Commercial Director

Contract Type: Full-time, Permanent

About Vaughan

Vaughan is a distinguished British brand, internationally recognised for our expertly crafted lighting, furniture, and textiles. We work with many of the world's leading interior designers, architects, and hospitality clients, offering timeless design and impeccable craftsmanship made in Britain.

Role Overview

We are looking for an experienced and commercially astute **Account Manager** to support and grow our International trade accounts. This role will focus on developing existing partnerships and identifying new business opportunities across key global markets, with a particular emphasis on maintaining Vaughan's brand values and service excellence.

This is a commercially focused position requiring strong interpersonal skills, a design-led eye, and a proactive, organised approach to both sales and project management.

Open to applicants who are looking to be based in London, and/or from our Head Office in Winchester, with occasional travel to either site as required/

Key Responsibilities

Client Relationship Management

- Manage and develop a portfolio of international accounts including trade clients, agents, and distributors, ensuring high levels of service and support

Sales Growth & Target Achievement

- Drive revenue across assigned territories by identifying growth opportunities, increasing order frequency, and promoting Vaughan's full product range.

Market Expansion

- Proactively explore and develop new business opportunities in untapped or underperforming international markets.

Order & Project Management

- Oversee the end-to-end sales cycle from quotation through to delivery, ensuring accuracy and alignment with client expectations.

CRM & Reporting

- Maintain detailed account activity and performance records using HubSpot; provide regular market feedback and reporting to the commercial team.

International Travel & Representation

- Represent Vaughan at international trade fairs, client visits, and agent meetings to build relationships and reinforce brand positioning.

Internal Collaboration

- Liaise with product development, marketing, and logistics teams to ensure a seamless and consistent service offering across all territories.

Skills & Experience

Essential

- Minimum 3 years' experience in a client-facing sales or account management role, ideally within the interiors, lighting, furniture, or luxury design sector.
- Proven track record of achieving sales targets and growing key accounts.
- Strong understanding of global trade markets and regional client behaviours.
- Excellent communication and presentation skills.
- Strong organisational and administrative capabilities, with attention to detail.
- Confident working with CRM systems (e.g., HubSpot or similar) and Microsoft Office.

Preferred

- Fluent in English; additional languages are a distinct advantage
- Experience working with interior designers, procurement specialists, or specifiers.
- An interest in interior design and a strong visual sensibility.

Personal Attributes

- Professional, approachable, and client focused
- Proactive and self-motivated with a growth mindset
- Comfortable working in a fast-paced, collaborative showroom environment
- Willingness to travel internationally to client sites, events, or other showrooms as required

Interested?

Email a copy of your CV and cover letter to HR@vaughandesigns.com

We look forward to hearing from you.