

PINCH

Trade Sales Consultant
Job description Jan 26

PINCH is one of the UK's most prestigious, creative and successful furniture brands, created by Russell Pinch and Oona Bannon. Since 2004 we have been designing and distributing our award winning, contemporary furniture and lighting to a global audience.

We are a company with an uncompromising idea of what makes a perfect piece of furniture and our customers rely on us to deliver impeccable products and professional service. We are looking for a quality literate, detail-oriented and energetic individual, who will take pride in providing excellent service to our clients, as well as delivering products that delight and exceed customer expectations. Our ambition for our business is that our reputation is based on happy, human and helpful service as much as our award-winning designs and quality of making, and building a fantastic team of positive, capable collaborators, with whom it's a pleasure to work alongside.

This role is critical to delivering a positive and informed sales experience. The winning candidate will work within a close-knit team, helping customers in-store, via remote trade enquiries and through their own client outreach. Alongside achieving individual sales targets and team targets, they will look after our customers in line with our company values; making sure the sales journey is handled exceptionally, exceeding all expectations, and always with a human and warm style.

This role is ideal for someone who thrives in a fast-paced environment and enjoys providing excellent customer service and developing strong relationships for the long term.

Line Manager: Sales Manager

Location: Between PINCH Studio, 5A Canterbury Court, Kennington Park, 1-3 Brixton Rd, London, SW9 6DE and our PINCH showroom at 200 Ebury Street, London, SW1W 8UN.

Hours: Monday to Friday, 9 am – 6 pm, with rotated Saturday cover at the shop 10-5 pm, (with a day in lieu when working on a Saturday)

Key responsibilities:

- Work in a co-supportive, team-targeted Sales Team to deliver turnover and margin ambitions.
- Focus on nurturing and expanding our current client relationships, as well as establishing new customer opportunities, with the goal of meeting and exceeding revenue targets.
- Leveraging existing trade enquiries and managing accounts, to educate the client on the PINCH brand, products and offering - proactively seeking a show and tell demonstration where appropriate.

- Sponsor a respectful sales culture and customer engagement style that puts a value on listening closely to customer needs, proactively advising, and aiming for the sales and order process to be as seamless, helpful and as elegant as possible.
- Work positively in a co-supportive, team-targeted Sales Team to deliver turnover and margin ambitions.
- Specialise in custom and made-to-order enquiries, also handling a number of stock-based transactions.
- Actively engage in sales activities, including raising of sales orders and purchase orders, hosting client meetings, product demonstrations, sales record raising and negotiation, sales transactions, to drive team sales targets and performance.
- Connect and proactively develop our relationship with existing customers, informing on new products and design updates.
- Contribute to our internal sales software and process optimisation wishlist.
- Serve as a trusted advisor to public clients, providing personalised assistance and anticipating their interior design needs.
- Work with our operations team to resolve any customer complaints and issues promptly, ensuring a positive and memorable experience at every interaction.
- Solicit feedback from customers to continuously improve service offerings and enhance overall satisfaction.
- Support Saturday shop coverage – assume 1 in 4 or 5 (Monday off in lieu).
- Represent PINCH at any exhibitions or shows.

Key Skills:

- 3 years+ experience, working with interiors trade clients, ideally at the luxury end.
- Proud to deliver expert service in a warm and engaging style.
- Be a strong communicator with customers verbally, written and in person.
- Enjoys outreach; building relationships with designers, architects, design businesses, and key contacts.
- Maintain a keen eye for quality and design, with strong sales record-keeping.
- Numerically strong and commercially minded.
- Confident using CRM systems.
- Enthusiastic, collaborative, and willing to work closely with many teams across the business.
- Proficient in Microsoft Office, Google Suite, and other computer skills.
- Exposure to luxury retail is a plus.
- Fluent in English, both spoken and written.
- Share our values of warmth, creativity, consideration, elegance, rigor, and confidence.

Salary & Benefits:

As well as a competitive salary, additional benefits will include:

- Annual discretionary bonus based on company and individual performance against KPIs.
- Stakeholder pension scheme.

- 24 days holiday (including 3 days mandatory Christmas closure) + bank holiday + Birthday day off.
- 5-year in-service loyalty holiday bonus.
- General benefits include eye tests, bike loans, shared gallery membership, and team rewards.
- Staff discount on product (excluding custom).
- Studio dog love from Joni.

To apply for this role please send your CV and a cover letter explaining why you think you'd be great in this role to jobs@pinchdesign.com. We look forward to hearing from you.