Sale Executive – Bespoke Vestments

Company: Watts & Co Limited
Location: London
Salary £32,000 to £34,000 per annum | Full time

We are looking for a Sales Executive to join our team at Watts & Co, a family-run business based behind Westminster Abbey. Founded in 1874, we specialise in ecclesiastical textiles, furnishings and accessories, with many of our products still handmade in our Westminster workroom.

Role Overview

This is a varied sales role focused on our bespoke vestments, combining new business development with looking after existing customers.

You'll be speaking with churches and customers by phone, email and in person, building relationships and helping customers through the process of creating their own bespoke vestments. This could be anything from discussing fabrics and embroidery to preparing quotations and making sure an order gets through to production.

A key part of the role will be proactively developing new business, contacting churches and potential customers, following up enquiries and building strong, long-term relationships.

You'll also help with showroom appointments and online consultations, as well as occasional international customer visits, mainly to the United States.

Key Responsibilities

- Developing new business through telephone and email outreach.
- Building and maintaining relationships with new and existing customers.
- Following up enquiries and identifying sales opportunities.
- Managing customer enquiries from initial contact through to order.
- Helping customers choose fabrics, trims and embroidery for bespoke pieces.
- Preparing quotations, invoices and production paperwork.
- Working closely with the production team to keep orders moving.
- Supporting showroom appointments, customer visits and online consultations.
- Keeping customers updated throughout the sales process.
- Representing Watts & Co. when meeting customers and attending events or visits.

What we're looking for

We're looking for someone who is confident speaking to people, organised and comfortable with sales. You'll enjoy building relationships, following up opportunities and seeing a sale through from the first conversation to the finished order.

You'll ideally have:

- Previous experience in sales, business development, luxury retail or customer service.
- Good communication skills and confidence speaking with customers.
- Strong organisation and attention to detail.
- Experience preparing quotations, invoices or similar sales administration.
- An interest in textiles, design, interiors or traditional craftsmanship.
- A positive attitude and willingness to learn.

Knowledge of the Christian Church is helpful but not essential, as full training on our products will be provided.

A UK driving licence is preferred but not essential. The role may also involve occasional international travel, including to the United States.

What we offer

- £32,000 to £34,000 per annum
- Paid lunch hour
- Additional day off for your birthday and years of service
- Opportunities for international travel
- Regular company socials
- Full product training
- The opportunity to work with unique textiles,

If this sounds like something you'd enjoy, please send your CV and a short covering letter to wattsandco@co-unityhr.co.uk