

PINCH

Junior Sales Consultant
Job description August 2026

PINCH is one of the UK's most creative and successful furniture brands, founded by Russell Pinch and Oona Bannon in 2004, and selling worldwide. We are looking for a quality literate, detail-oriented and energetic individual to join our close-knit sales team.

The focus of the role is delivering a positive and informed sales experience to our clients, who are interior designers, architects, and those buying for their own homes. The Junior Sales Consultant role is based between our beautiful studio in Kennington and our showroom on Pimlico Road, working on both in-person and remote sales.

This role is ideal for someone who thrives in a fast-paced environment and enjoys providing excellent customer service while developing strong, long-term relationships. No previous experience in furniture sales is required; we will provide full training.

Line Manager: Head of Sales

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

Key responsibilities:

- Work positively in a co-supportive, team-targeted Sales Team to perform against team and individual sales targets
- Nurturing and expanding current client relationships
- Pitching the PINCH brand, products and offering to new clients by hosting client meetings and product demonstrations. Training will be provided in custom and made-to-order enquiries; sales will begin with stock transactions and will grow with experience.
- Partaking in a respectful and engaging sales culture and customer engagement style
- Accurately raising sales orders and purchase orders.
- Keeping accurate and detailed sales records on the company CRM and finance systems
- Contribute to our internal sales software and process optimisation wishlist.
- 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.
- Represent PINCH at any exhibitions, shows and events.

Key Skills:

- Experience working with creative clients; experience within the luxury sector would be a plus.
- Be a strong communicator, verbally, written and in person.
- Enjoys building relationships with designers, architects, design businesses, suppliers and partners.
- Maintain a keen eye for quality and design, with strong record-keeping skills.
- Numerically strong and commercially minded.
- Confidence using IT and the ability to quickly learn and adapt to new systems.
- Enthusiastic, collaborative, and willing to work closely with many teams across the business.
- Proficient in Microsoft Office, Google Suite; experience working with complex CRMs a benefit
- Fluent in English, both spoken and written.
- Share our values of warmth, creativity, consideration, elegance, rigour, 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.