



Role: Trade Sales Coordinator
Contract type: Full Time
Salary: £32,000 - 35,000
Location: MG&Co. Studio, London W10

About us

MG&Co. is at an exciting point in its growth journey, with ambitious plans to scale our business over the next few years. We are committed to creating thoughtfully crafted, high-quality homewares that bring joy and originality to everyday spaces. As we grow, we're expanding our passionate team of innovators who are eager to make a lasting impact on the design industry, contributing to a brand that prioritises creativity, quality, and sustainability. We are looking for individuals who thrive in a dynamic, entrepreneurial environment. Joining MG&Co. means gaining an opportunity to grow professionally and take on meaningful challenges as part of a high-energy team dedicated to delivering beautiful, functional, and responsibly made products.

The Role

We are seeking a Trade Sales Coordinator to take ownership of trade customer activity at MG&Co., managing enquiries from first point of contact through to long-term partnership. This hybrid role combines customer service and sales, ensuring trade clients receive exceptional support while driving business growth. The Trade Sales Coordinator will manage day-to-day trade operations, nurture existing accounts and proactively identify and develop new trade opportunities to strengthen MG&Co.'s trade presence and relationships.

Role Summary

- Manage all trade and B2B customer service, from first contact to ongoing relationship management.
- Separate and focus trade customer service from DTC operations.
- Drive trade sales growth through exceptional service and proactive outreach.

Key Responsibilities

- Ownership of Trade and B2B programme, building existing trade relationships through consistent communication and support.
- Act as the main point of contact for all Trade and B2B enquiries, including sales quotes, order processing, product enquiries and sample requests.
- Process trade account applications and oversee onboarding.
- Input and manage all trade leads within internal CRM system, maintaining detailed records of interactions and follow-ups.
- Grow Trade and B2B Customer base through proactive outreach.
- Collaborate with marketing and product teams, supporting trade marketing campaigns and communications and providing relevant feedback to inform product development.
- Report and analyse sales and outreach, ensuring targets are met and identifying areas of opportunity.
- Represent the company at Trade shows and events.

Skills & Experience

- 2 years experience working in sales and/or customer service within luxury interiors, high-end retail or related industry.

- Strong CRM system experience (e.g. HubSpot, Pipedrive, or similar)
- Experience with Shopify Plus and customer service platforms, preferably Gorgias.
- Excellent written and verbal communication skills.
- Organised, detail-oriented, and able to manage multiple accounts simultaneously.
- Commercial mindset with a focus on building long-term client relationships.
- Confident in outbound communication and business development.

Personal Attributes

- Warm, professional, and customer-focused
- Proactive problem-solver
- Strong team player who collaborates across departments
- Passion for interiors, retail, and design

B Corp Certified

When Matilda founded the brand her goal was to create unique and purpose-led products that would stand the test of time. We are proud to now be part of a global community of businesses that meet high standards of social and environmental impact.

Benefits of working at MG&Co.

- A creative working environment and supportive team culture
- Workplace pension offered through NEST
- 25 day holiday allowance plus bank holidays
- Birthday day off
- Long service holiday entitlement
- Health insurance
- Flexible working hours
- Employee discount
- Free access to well stocked kitchen
- Monthly team yoga
- Quarterly team volunteering days

Inclusion statement

We recognise the lack of diversity in interior design, and we particularly encourage applications from candidates from black, Asian, ethnic minority and socio-economically disadvantaged backgrounds which are particularly underrepresented in our industry. We are an equal opportunities employer and all applicants will be considered without attention to ethnicity, religion, sexual orientation, gender identity, family or parental status, national origin, veteran, neurodiversity status or disability status.

Role is not suitable for applicants based outside of UK.

Applications to be made via email to careers@matildagoad.com. Please include CV, portfolio and cover letter and quote “**Trade Sales Coordinator**” in email subject.