VAUGHAN

Job Title: Sales Support Executive
Reports to: Head of UK Sales
Location: Chelsea Harbour Design Centre
Type: Full-time, 37.5 hour working week
Salary: £30,000 to £32,500 *per annum depending on experience*

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

The Sales Support Executive plays an important role in delivering a seamless customer journey, from order placement through to delivery. Working closely with the UK & Ireland Agents as part of a team you will be the trusted point of contact for those customers. Based in the Showroom you will also be in a customer-facing position, it requires a warm, polished and professional approach, ensuring every interaction reflects Vaughan's values and our reputation for exceptional service.

Key Responsibilities

- Turn incoming enquiries into sales opportunities by offering expert advice and tailored recommendations to designers and their clients.
- Oversee each stage of the order process, from quotation through to delivery, ensuring a smooth and accurate customer journey.
- Maintain a close relationship with the Agents, understand their customers, and provide prompt and accurate responses.
- Deliver consistent and seamless experience for customers at every stage of their interaction with the business.
- Build extensive knowledge of product collections to be able to provide informed guidance and project-specific solutions.
- Keep sales and customer records up to date, maintaining accurate information within CRM and order management systems.
- Work closely with logistics, warehouse, production, and sales teams to ensure smooth fulfilment.
- Coordinate returns, replacements, and repairs as needed, ensuring minimal disruption to clients.

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Experience & Skills

Required:

- 1-2 years' experience in customer-facing sales role within the, Interior Design or luxury retail Industry.
- Customer-centric with a professional, friendly and proactive communication style
- Highly organised, with strong attention to detail and accuracy.
- Resilient and composed when handling multiple queries and priorities.
- Collaborative mindset, able to work cross-functionally with internal departments.
- Strong IT skills — comfortable using ERP, CRM, email, and Excel.
- Solution-oriented, comfortable acting on initiative and calm under pressure.

Preferred:

- Familiarity with luxury products, bespoke orders, or trade/contract clients
- Experience with ERP systems and CRM platforms (e.g. HubSpot)

Personal Attributes

- Professional, approachable, and client focused.
- Positive and self-motivated with a growth mindset.
- Comfortable working in a fast-paced, collaborative showroom environment.
- Natural host with a proactive attitude and passion for exceptional customer service.
- Team player with a willingness to support wherever needed.
- Takes pride in presentation and creating a polished environment.

Interested?

Email a copy of your CV and short covering letter to HR@vaughandesigns.com
We look forward to hearing from you.