

Job Title: Sales Support Executive

Reports to: Head of UK Sales

Location: Chelsea Harbour Design Centre

Type: Full-time, 37.5 hour working week

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, Account Managers, Showroom Executive and the Head of UK Sales, this role provides accurate sales administration, responsive client support and day-to-day showroom assistance. As 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.

Salary: £28,000 to £32,000 per annum depending on experience

Key Responsibilities

Order Processing & Administration

- Accurately process sales orders received from a small team of Account Managers.
- Providing quotations, placing orders, and direct liaison with clients as required
- Confirm lead times, availability, pricing, and any bespoke requirements with internal teams.
- Ensure all order documentation is correct and kept up to date within internal systems (ERP/CRM).

Client Communication & Support

- Provide timely updates to clients on the status of their orders, from acknowledgment to dispatch.
- Proactively manage expectations around lead times, delays, or product changes.
- Handle queries professionally – via phone, email, or live platforms – resolving issues efficiently.

Liaison with Internal Departments

- Work closely with logistics, warehouse, production, and sales teams to ensure smooth fulfilment.
- Flag any delays, shortages, or bespoke production notes that require escalation.

- Coordinate returns, replacements, and repairs as needed, ensuring minimal disruption to clients.

Showroom Support

- Provide a warm, attentive welcome to all showroom visitors.
- Assist with the Management of the client sign-in and notification process.
- Offer refreshments and ensure clients feel comfortable while waiting.
- Maintain a calm, professional, and polished atmosphere throughout the showroom.
- Support client hosting by preparing sample areas and ensuring products are presented to Vaughan standards.
- Assist with maintaining showroom presentation standards across all areas, including desks, displays, and sample zones replenishing where necessary

Experience & Skills

Required:

- Experience in front-of-house, hospitality or showroom environment is desirable
- 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:

- 1+ years in customer service, order processing, or operations within a design, interiors, or retail environment
- An interest in Interior Design and strong visual sensibility
- 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.