

CLAY & ROCK

JOB DESCRIPTION

ABOUT US

At Clay & Rock we pride ourselves on being a market leader in the tile industry, known for sourcing exclusive, on-trend designs that elevate spaces with style and quality. Our passion for excellence extends beyond our exceptional product range; we are equally committed to delivering top-tier customer service that sets us apart. As a trusted partner for designers, traders and homeowners alike, we bring unique design visions to life through our unparalleled tile collections.

Original Style, our parent company, is a renowned U.K manufacturer with nearly 40 years' of experience producing premium, handcrafted tiles that are celebrated for their exceptional quality and timeless appeal.

JOB TITLE: HEAD OF SALES

DEPARTMENT: RETAIL

REPORTS TO: SALES AND MARKETING DIRECTOR

LOCATION: The role does not need to be based at our Head Office in Exeter but the incumbent must be willing to regularly travel to our Clay & Rock Showrooms and our Head Office. Our Clay & Rock Showrooms are shown on the map near the end of this job description.

HOURS: A part-time role (3 or 4 days per week)

PURPOSE OF THE ROLE

We are looking for a dynamic Head of Sales to lead our sales team, manage showroom aesthetics, and deliver high-level customer service. This role demands strong leadership, expertise in luxury retail and a keen eye for design. The ideal candidate will excel in recruiting and developing team members, ensuring they have the skills and knowledge to provide an exceptional interior design service. Your skillset will ensure our showrooms reflect our brand vision and ensure our product offerings are aligned with our brand, market trends and customer preferences.

MAIN RESPONSIBILITIES

Showroom Management:

- Oversee the maintenance and enhancement of showroom aesthetics to ensure alignment with Clay & Rock's brand standards and current design trends.
- Implement visual merchandising strategies that enhance product presentation and customer engagement.
- Regularly review and update showroom displays to keep them fresh, relevant and appealing.

Sales Staff Development:

- Develop and manage the sales team.
- Recruit and onboard new members, ensuring they align with our brand goals.
- Identify individual performance goals and collaborate with Head Office to provide targeted training, either through your efforts or through other resources, to improve performance.
- Develop a strong understanding of luxury market drivers and customer preferences. Equip the team to provide exceptional service and personalised solutions that drive sales and meet customer' needs.
- Foster a positive and motivating work environment. Recognising and reward outstanding performance to maintain high morale and achieve sales targets.

Product Development:

- Collaborate with the product development team to provide insights and feedback on product offerings based on customer preferences and market trends.
- Participate in the development of new products and collections, ensuring they meet customer' needs and align with market demands.

Sales Strategy and Performance:

- As part of the senior team, analyse sales data and market trends to identify opportunities for improvement and adjust strategies accordingly.
- Implement sales strategies to drive revenue growth and achieve sales targets.
- Report on sales performance.

Customer Experience:

- Set exceptional customer service standards across the showrooms.
- Make sure these standards are being upheld, providing training where required.
- Address customer enquiries and resolve any issues promptly and effectively.

Health and Safety:

- Endorse and promote a positive and conscious health and safety culture within the Company. Ensure always take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.
- Ensure compliance with all health and safety, quality and human resource policies and procedures of Original Style.

These are the main functions of the job but the incumbent may be required to carry out other duties as may be reasonably required to meet the demands of the business.

PERSON SPECIFICATION

- Proven track record in high-end retail, demonstrating an ability to understand and cater to the needs of luxury customers.
- Deep awareness and involvement in the luxury retail market, with a strong understanding of the key drivers and preferences of high-end customers.
- Strong knowledge of interior design trends and an eye for aesthetic detail.
- Ability to build and maintain relationships with high-value clients and stakeholders.
- High level of professionalism and a passion for delivering exceptional customer experiences.
- Exceptional communication and interpersonal skills.
- Excellent leadership and team development skills.
- A full (ideally clean) driving licence is essential.

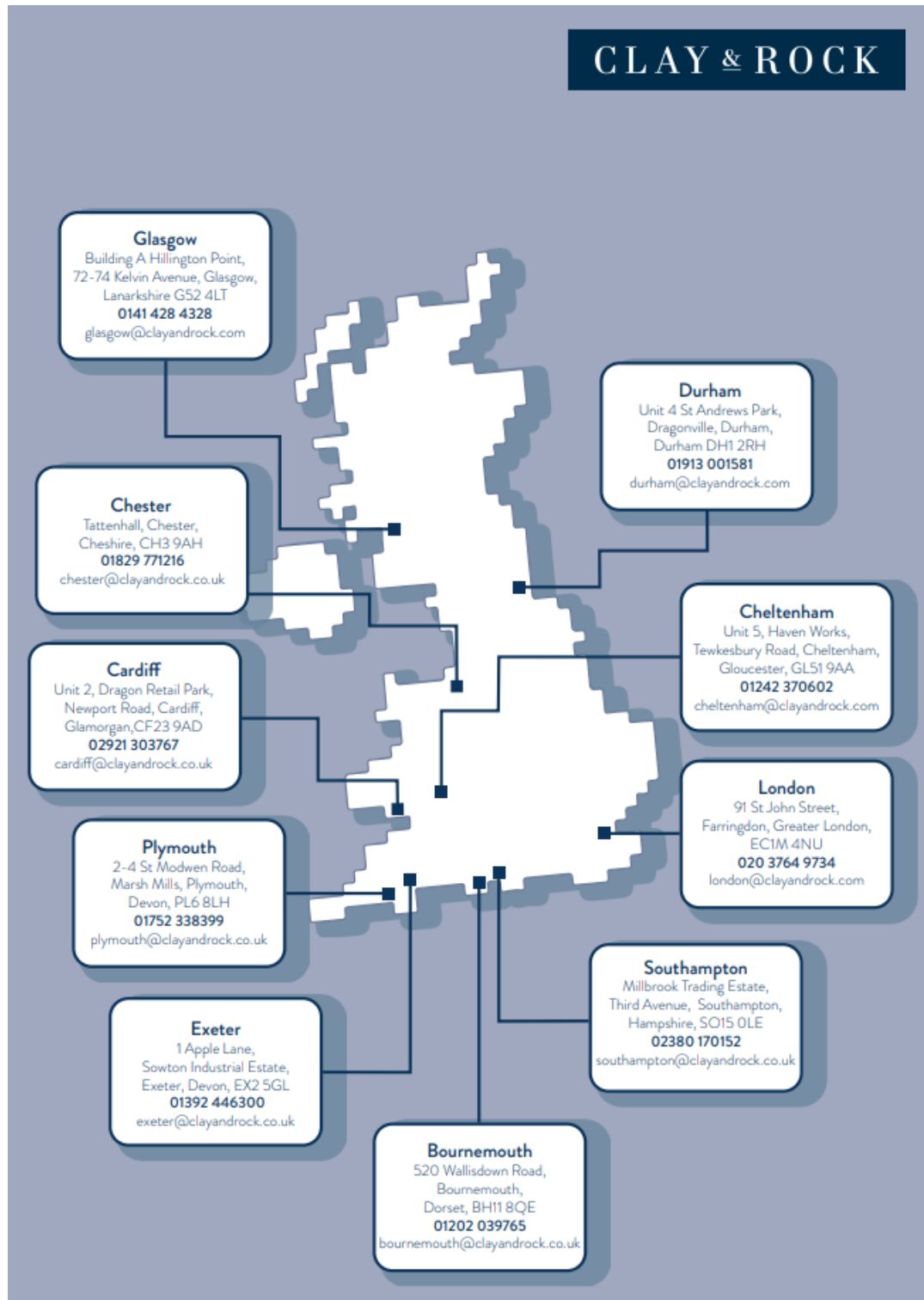
REMUNERATION AND BENEFITS

We offer a competitive salary and benefits including a contributory pension scheme, 23 days holiday (increasing to 26 days with service) plus public holidays, staff discounts, death in service cover and Medicash Healthcare Cashplan (including shopping, travel and gym discounts). In addition there is structured training and the potential for career progression within our growing dynamic Company.

BACKGROUND INFORMATION ON ORIGINAL STYLE LIMITED

Please refer to the following websites: <http://www.originalstyle.com>
<https://www.clayandrock.co.uk>
<http://www.designworkstiles.com>
<https://www.countytilewarehouse.co.uk>

U.K. MAP OF CLAY & ROCK SHOWROOMS



TO APPLY

Applicants should send their CV and a cover letter (including salary expectations) to Diane Smith, Human Resources Manager, preferably by email to dsmith@originalstyle.com or by post to Original Style Limited, Falcon Road, Sowton Industrial Estate, Exeter, Devon, EX2 7LF.