

JOB DESCRIPTION

Original Style has celebrated over 30 years as a successful tile manufacturer, importer and distributor and is a leading global tile supplier with a strong presence in 48 countries worldwide. We have been producing high quality tiles in our factory in Exeter, Devon, since 1986 and we offer a wide range of products - from contemporary large format wall and floor tiles to hand-finished glazed tiles designed in-house. Tiles are our craft and we are committed to manufacturing using traditional techniques teamed with state of the art technologies. We also source original and innovative tiles for our collections from across the globe, such as our unique glass products and mosaics, enriching our collections for a truly versatile choice. The key to our success is the experience of our highly skilled designers and craftspeople, showroom experts, customer service and all support functions who make it a priority to ensure customer experience excellence throughout each stage of their journey with us.

With circa 220 employees, 14 tile showrooms and a global network of retailers, Original Style is committed to continuous development as an industry leader. We have ambitious plans to open more of our own retail showrooms and to grow as a business. Your growth is equally important to us – we will support you to reach your full potential and achieve your personal development goals.

JOB TITLE: ASSISTANT SHOWROOM MANAGER AND EXTERNAL SALES

DEPARTMENT: RETAIL

BASED: DURHAM RETAIL SHOWROOM

REPORTS TO: SHOWROOM MANAGER

PURPOSE OF THE ROLE

Part of the Retail Team, responsible for assisting the Manager in the day to day running of the showroom, and management of the sales team. Actively selling our extensive portfolio of premium tiles to trade and retail customers while working within the Showroom and generating new business via builders, architects, specifiers, developers, tilers, bathroom installers, shop fitters, and other decision makers, externally, for the showroom. The incumbent will relish in the challenge of winning new business, finding solutions and building long term relationships within this sector.

MAIN RESPONSIBILITIES

Retail Assistant Manager 50%

- Key holder – opening and closing the showroom.
- Assisting the Retail Manager in the running of the showroom.
- Managing, supervising and motivating staff.
- Training and developing new and existing team members.
- Monitoring and maintaining monthly sales targets.
- Identifying areas in the product range where improvements are required.
- Liaising with other departments where required.
- Assisting with showroom paperwork.
- Developing showroom displays.
- Dealing with customer complaints.
- Banking duties.
- Serving and assisting customers – providing a high level of expertise and knowledge.

- Processing sales/cash handling.
- Showroom security/health and safety.
- Stock replenishment.
- Maintaining up-to-date POS.
- Housekeeping.
- Continually learn about new products and ranges.
- 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.

External Sales 50%

- Research and identify potential new business opportunities.
- Proactively reach out to these identified prospects through phone calls or cold in-person visits to establish new business.
- Travelling within the area surrounding your store, conducting product meetings and presentations with our target market.
- Achieving specification and subsequently following through to sale.
- Develop and maintain a rapport with new and existing clients within the geographic territory.
- Keeping up to date with current trends and project leads through research and communicating with industry contacts.
- Project a positive image when representing the Company to customers.

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

To succeed in this role the person needs to:

- Demonstrate excellent customer services skills.
- Be an outgoing and confident person who is passionate about design and people.
- An excellent telephone manner.
- Have the ability to organise meetings and weekly plans effectively, to enable them to maximise their efficiency while away from the showroom.
- Be a self-starter, who is able to work independently, as well as part of a team.
- A clear understanding of the specification and design process and design background is a bonus but not a pre requisite.
- Demonstrate the ability to be persuasive and able to influence people.
- Be responsible.
- Be a team leader/motivator.
- Possess good communication/delegation skills.
- Have decisiveness.
- Enjoy problem solving.
- Be numerate.
- Be approachable, friendly and polite.
- Be able to lift product.
- Demonstrate computer literacy.
- Be able to follow instruction without supervision.
- Be knowledgeable in aspects of DIY (willing to learn technical aspects).
- Possess a valid full driving licence.

Ideally, the person will have proven past sales experience preferably dealing with architects/specifiers/house builders etc.

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: www.originalstyle.com

LOCATION

Original Style's Retail Showroom in Durham can be found at Unit 4, St Andrews Park, Dragonville, Durham, DH1 2RH.

HOW TO APPLY

Applicants should send their CV and a covering letter (including salary expectations) to Jade Calvert, Human Resources Advisor, preferably by email to jcalvert@originalstyle.com or by post to Original Style Limited, Falcon Road, Sowton Industrial Estate, Exeter, EX2 7LF.