

Job title: Showroom Consultant

Location: Clerkenwell & Chelsea

Terms: 08:00 – 17:00 (Monday to Friday)

Report to: Head of Showrooms

About us: Established in 1975 by the Whiley family, Havwoods' is committed to quality, expertise and service with a passion for design which has made us a global premium wood flooring company servicing architects, specifiers, contractors and end users around the world. Havwoods operates directly in the UK, Australia and North America, with distribution partners supporting the rest of the world.

Our Values: Havwoods embodies the values and standards of quality that you would expect from a family run, artisan business. With a proud tradition that stems back six decades, Havwoods' core values have always guided our company. Our ambition and passion ensure we treat all our stakeholders with the values embedded since Havwoods first began.

Results: We strive for excellence & deliver impact.

Heart & Soul: We are passionate about helping our customers bring their design aspirations to life.

Integrity: We demonstrate our integrity through our strong commitment to doing business the right way.

Collaboration: We encourage and motivate our teams, empowering them to be accountable.

Quality We focus on continuous improvement and innovation.

About the Role:

The Havwoods Showrooms are the most crucial touchpoint where the company delivers an outstanding Havwoods Customer Experience. This role holds the responsibility, together with the Senior Showroom Consultant, of ensuring every aspect of the showroom is performing to the highest possible quality standards and as effectively as possible. The position holder will be the face of the Havwoods brand and is equipped with first-hand product and technical knowledge to serve the Havwoods customers at the highest quality standard. The position holder will always harness the ability to deliver the high quality and positive Havwoods Customer Experience to its customers.

Responsibilities:

- Serving clients: meeting and greeting, offering drinks, understanding the requirements of their project and then guiding the client through suitable options from our range with the use of our panels, hand samples and brochures. Offering technical advice and thorough product knowledge is essential.
- Reporting all showroom data in a professional and timely manner adhering to Pipedrive compliance and other DRM's.
- Being responsible for showroom sampling:
 - Storage and location plan for panels and samples
 - Liaise with operations to keep showrooms up to date with the latest samples
 - Applying a highly organised approach ensuring the panels and samples are well arranged and everything has its place in the showroom.
 - Arranging new product displays.
- Proactively delivering and reporting on outbound calls and emails to attract new business, follow up existing business or inviting prospects to the showroom or to the showroom events. Taking direction from the Head of Showrooms in terms of requirements and actively seeking new opportunities for outbound activity.
- Coming up with new ideas for showroom events to increase leads and Havwoods brand awareness. Arranging showroom events as directed by the the Head of Showrooms.
- Ensuring correct authorisation is obtained for event expenditure via the Showroom Purchase Order request.
- Working closely together with the Head of Showrooms and sales teams delivering events and client meetings.
- Coming up with ideas for raising awareness of the showroom in the London area.
- A&D /Commercial / Residential visits to discuss requirements and or develop relationships when required.
- Deliver Home Consultation Service , visiting clients at home once product requirements are established.

KPIs:

- Number of showroom visits
- Number of new deals.
- Number of deals won.
- AOV of won deals.
- Value of open deals
- Conversion Rate.
- Google reviews v visits.

Skills & Experience:

- Graduate or equivalent education, highly experienced at serving customers and developing client relationships.
- Sales driven to achieve outstanding results.
- Strong team player with positive attitude.
- Ability to take direction and change direction as instructed by line managers and always remaining flexible.
- Brand ambassador for the Havwoods brand.
- Passion for interiors, design and creativity, always seeking new ideas to evolve and improve the value of the customer's visit to the showroom.
- Self-motivational personality with high level of integrity.
- Outstanding prioritising skills.
- Ability to receive feedback constructively for the benefit of the business.
- Strong communicator who shares information and ideas with colleagues and celebrates successes together with others.
- Outstanding interpersonal skills with strong emotional intelligence & ability to build and harness successful internal and external relationships.