

# Job Description

<b>Job Title:</b>	Team Leader
<b>Department:</b>	Sales
<b>Reports to:</b>	Management Team
<b>Location:</b>	South- West London
<b>Salary:</b>	£14-£16 per hour
<b>Overall, Purpose:</b>	<p>Love Your Home is a unique furniture company, one that believes it is perfectly possible to make beautiful pieces at reasonable prices.</p> <p>We're dedicated to designing and crafting seriously comfy sofas, armchairs, beds, and mattresses that are handmade to the highest quality, with enormous importance placed on material provenance, longevity, and sustainability. We create furniture that fits your home perfectly, tailored to your specifications, and designed to withstand the demands of family life, including little ones and furry friends.</p> <p>Founded in 2008 by industry expert Leigh Harmer, we are a boutique business based in a beautiful 17th Century barn in the heart of Surrey. Our range of handmade furniture, from sofas and armchairs to beds and mattresses, are crafted with love, using the finest materials that are sustainable and long-lasting.</p> <p>We're thrilled to announce that <b>Love Your Home is opening a new store!</b> This is an exciting time for our company, and we have an incredible opportunity for a <b>Sales Team Leader</b> to help launch this new showroom and lead our fantastic team to success. If you're a passionate, motivated leader who loves delivering exceptional customer experiences, this could be the perfect role for you.</p> <p>We're looking for a talented person to inspire and coach our brilliant showroom team to deliver the very best customer experience. The key to the role will be to lead by example, striking up a natural, authentic rapport with our customers, in the showroom, over the telephone, and online. Our ideal candidate has a passion for people and team culture, focusing on the continued professional development of our team, investing in your own experience and knowledge to create a happy workplace of high achievers. Moreover, our new Team Leader should get a kick out of operational excellence when it comes to CRM, sales admin, and showroom presentation and environment. A keen eye for interiors is a welcome bonus.</p> <p>Top this off with an infectious work ethic, and a natural flair for selling beautiful products and we'll greet you with 'Welcome to the team!'</p> <p>A keen eye for interiors is a welcome bonus.</p>

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**Key Responsibilities:****1. Customer Experience Excellence:**

- Lead by example to create an engaging and welcoming atmosphere for customers in the showroom, over the phone, and online.
- Develop authentic, meaningful relationships with customers, understanding their needs and providing tailored solutions that showcase our product range.
- Inspire and coach the team to exceed customer expectations consistently, ensuring every interaction reflects the high quality of our brand.

**2. Team Development & Culture:**

- Foster a collaborative, supportive environment where every team member feels valued and motivated.
- Take an active role in the continued professional development of the team, offering guidance, training, and support to help each person thrive.
- Use your leadership skills to ensure high morale, accountability, and engagement within the team, promoting a happy and productive work culture.

**3. Operational Excellence:**

- Oversee day-to-day showroom operations, ensuring a clean, organized, and inviting space that reflects the quality of our products.
- Manage CRM systems, sales administration, and ensure the showroom's stock and sales are accurately tracked.
- Monitor and optimize showroom performance, identifying areas for improvement and implementing solutions to achieve operational goals.

**4. Sales Leadership:**

- Champion a high-performance sales culture, helping the team meet and exceed individual and showroom targets.
- Provide support with sales processes, from the first customer inquiry to post-sale follow-up, ensuring consistency and efficiency in all stages.
- Collaborate with the wider team to align showroom efforts with overall business goals.

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**About You:**

- **Passionate about People:** You love working with others, have a knack for building strong relationships, and enjoy leading by example.
- **Proven Leadership Experience:** You've led teams before, ideally in a customer-facing environment, and know how to motivate and inspire others to deliver their best.
- **Customer-Focused:** You understand the importance of delivering a top-tier customer experience, and you're always looking for ways to make each customer's journey special.
- **Operationally Minded:** You thrive in a fast-paced environment and have a strong attention to detail, ensuring that systems and processes are always running smoothly.

- **A Love for Interiors & Design:** You have an appreciation for beautiful, high-quality furniture and understand how to present it in a way that resonates with customers.
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#### **Why Love Your Home?**

- **A supportive team:** You'll be joining a passionate, friendly group of people who genuinely care about their work and each other.
- **Opportunities for development:** We are invested in the growth of our team, offering regular training and professional development to help you reach your full potential.
- **Work with a purpose:** As a company that focuses on sustainability, quality, and customer satisfaction, you'll be helping to create homes filled with beautiful, lasting furniture that makes a difference.
- **A New Store, A Fresh Start:** With the opening of our new showroom, you'll be a key player in the growth of the business and the shaping of a new team culture in an exciting, brand-new environment.

If you're ready to help lead a team that truly loves what they do, make a real impact on the customer experience, and be part of a company that's all about quality, sustainability, and people, then we'd love to hear from you!

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**Apply today to join Love Your Home as our new Team Leader and be a part of something special as we expand into a new chapter of growth!**

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#### **SKILLS AND ATTRIBUTES**

- Passionate for high quality, sustainable furnishings
- Proven experience working within a customer-facing role and preferably within interior design.
- Top-notch communication skills – both verbal and written – with a high attention to detail
- Highly motivated - not settling for anything but the best.
- A quick learner with bundles of common sense
- The ability to work independently.
- A great team player with the ability to promote and help build a positive work environment
- A dab hand at systems, and fully IT literate.
- A good vibes persona, who brings energy to work every day

If you have not heard from us in 2 weeks, then unfortunately, on this occasion you have not been successful.

To apply please contact: [careers@love-your-home.co.uk](mailto:careers@love-your-home.co.uk) please submit your CV and a Cover Letter outlining their relevant experience and vision for the role as we expand our team.