

# Balineum Sales Manager

Job Posting Date: October 2024

## **About Balineum**

We are passionate about beautiful bathrooms. So much so, that we named ourselves after the Latin word for bathhouse. We offer a carefully curated and elegantly designed collection of bathroom and kitchen finishes and furnishings, working with British and European suppliers of the highest quality.

Balineum was founded in 2007, launching with a selection of shower curtains. Our collections have since expanded to include bathroom accessories, washstands, mirrors, lighting, hardware and tiles.

Over the past 10 years, tiles have become more than 70% of Balineum's business and the hallmark of our brand. Our clients are world-wide, industry-leading interior designers and architects; we predominantly collaborate on high-end residential projects and are regularly featured in the top interiors magazines.

We are a small team working out of a dog friendly studio in Hampstead NW3.

## **Overall Responsibilities**

This is a newly created position in our sales team. You are a proactive "all-in" salesperson with contacts across the interiors industry and will be responsible for driving new orders and sales growth through your network, as well as Balineum's existing client list.

Proactively identifying interior designers and architects to build relationships with is central to the role, as is successfully converting these opportunities into new and repeat business.

The role is a hybrid mix of sales and client services, where you will manage complex sales orders all the way from sampling to completion, processing each order with your honed customer service skills, patience and attention to detail.

## **Required Skills:**

- Proven sales experience in high-end interiors 3 to 5 years in similar role
- Interior design industry contacts and demonstrable knowledge of the industry is essential
- Knowledge of the Balineum brand
- Passion for tiles and ceramics, and their applications
- Ability to retain detailed product information
- Highly organised, problem-solving self-starter
- Comfortable with the financial side of orders
- Experience working with CRM software BrightPearl knowledge a bonus

## **Specific Functional Responsibilities**

### **Proactive Sales**

- Actively engage with clients, companies and your contacts about their upcoming projects
- Conduct workshops or presentations to inform clients about Balineum products and services (alongside our Product Manager)
- Strategically follow up after product launches

### **Sales Orders**

- Liaise with interior designers about product options and pricing
- Advise customers on tile quantities, trims and extras for specific orders
- Prepare and send quotes
- Manage sales orders through BrightPearl functionality
- Manage and update customers as orders progress
- Diligently manage order documentation (drawings, images) on One Drive filing system
- Follow up on leads from quotes and samples sent
- Respond to telephone and email enquiries

### **Sales Admin**

- Help maintain an accurate trade database and sales contacts

## **Personal Characteristics**

You will have a natural appetite for seeking new business, developing customer relationships and converting enquiries into orders, whilst enjoying being part of a tight-knit team that values British and European makers, environmental sustainability and supply-chain efficiency.

- Outgoing and positive personality – all problems can be fixed!
- Confident building long-term, trusting relationships with interior designers
- Excellent attention to detail and exceptionally organised.
- Confidently set realistic lead-times and expectations with clients for delivery
- Excellent design eye – for both preparing customer presentations and when communicating with interior designers.
- Passionate about interior design and architecture.
- Knowledgeable about high-end interior designers, products and brands worldwide.

## **General Employment Terms:**

- Full-time, permanent
- The role requires working from our office in NW3 – we expect this role to also encompass client visits in the greater London area
- Salary Range: The salary offered will be competitive and commensurate with experience. We anticipate it will start at £40,000 + business performance-related bonus.
- 28 days paid annual leave each year (including public holidays) plus the dates between Christmas and New Year when the office closes
- This role reports to the Head of Sales
- To apply, please email CV and cover letter to [recruitment@balineum.co.uk](mailto:recruitment@balineum.co.uk) by Friday 29<sup>th</sup> November 2024