

SOANE

BRITAIN

Job Title: Client Development Manager I

Location: London

Department: Sales

Position Reports to: Head of Client Services

Direct Reports: Client Development Associate II

Company Overview:

With an uncompromising commitment to British manufacturing, Soane Britain's mission is to design and make enduring and life-enhancing furniture, lighting, fabrics and wallpapers through collaborations with a network of the finest craftspeople in Britain. Soane combines responsibly sourced, high-quality materials and superb workmanship to ensure our designs endure for generations.

Our talented team is based in offices and workshops in Leicester and the West Country and showrooms in London and New York. For more information, please visit www.soane.com or join our social media platforms Pinterest and Instagram.

Purpose of the Position:

The Client Development Manager I (CDMI) will increase revenue through relationship marketing and effective account management. The CDMI will be responsible for meeting annual sales budgets, effectively building and maintaining executive level relationships with new and existing clients and building brand awareness and loyalty through the sales experience. You will participate in strategic planning and be accountable for successful implementation. The CDMI collaborates and coaches team members to meet sales budgets and other company objectives.

You are responsive, approachable and skilled at developing and maintaining long-term relationships with clients using your well-practiced Trusted Advisor skills, whilst identifying and pursuing growth opportunities. You will focus efforts on graduating accounts up the fishtank and protecting those with Key Client status.

Your industry experience is an invaluable tool to the team, and you will continue to lead all reports by example as well as spend time training them on their own key responsibilities, ensuring that their own tasks are completed to the high standards expected.

To excel in this role, you should draw on your strong leadership skills, excellent communication and sales abilities, and proven track record in achieving sales targets, as well as your established industry relationships, strong business acumen and desire for business growth.

Duties and Responsibilities:

- Generate annual revenue from Furniture and Lighting in your sales territory. Your annual bonus document will provide the minimum level of sales expected.
- Generate sampling and proforma activity for Fabrics and Wallpaper to reach the annual team goal as outlined in your annual bonus document.
- Proactively organize meetings with strategically identified accounts in adherence with your weekly meeting target minimum.
- Drive overall results by sales pipeline management.
- Actively manage and have a deep understanding of your fishtank using PowerBI.
- Develop a deep understanding of your accounts and their needs: purposefully discussing product solutions.
- Track and manage account activity in CRM to demonstrate execution of agreed strategy.

- Research, monitor and analyse client, competitor and market trends on your territory and provide feedback to be considered in future business decisions.
- Lead and coach direct report(s) to successfully fulfill their role, meet or exceed their sales targets and accomplish other set goals.
- Attend industry events and co-host showroom events, when appropriate and as requested.

For details of Soane's benefits, including long term service benefits, please refer to the current Benefits Sheet.

Soane Britain is an equal opportunity business taking into account the diversity within our team, customers and suppliers. We believe that everyone should be treated equally, regardless of their religion, beliefs, age, gender, race, disability or sexual orientation. Soane promotes a positive safety culture which is characterised by communication, mutual collaboration and active participation to create a safe and healthy working environment.

LONDON NEW YORK SAN FRANCISCO ATLANTA

www.SOANE.COM