

# SOANE

BRITAIN

Job Title: Head of Client Services

Location: London

Department: Sales Operations

Position Reports to: Managing Director

Direct Reports: Sales Operations, Furniture & Lighting, London (4 team members); Sales Operations, Fabrics & Wallpapers, Leicester (4 team members)

## 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](http://www.soane.com) or join our social media platforms Pinterest and Instagram.

## Careers Page:

This is a newly created role for an exceptional sales and/or customer services professional looking for a long-term opportunity to grow alongside an experienced and ambitious management team.

You will bring energy, enthusiasm and experience to manage and motivate our Sales Operations teams, based in London and Leicester, who are responsible for ensuring that our global clients receive timely and knowledgeable service from quoting through to delivery.

We would love to hire someone who has experience of growing a fabrics and/or wallpapers business. If you don't have experience in the interiors industry, we expect you to bring an appreciation for our mission to promote British craft skills, demonstrable customer service and team building skills.

## Purpose of the Position:

The Head of Client Services will lead and mentor the F&L and F&W Sales Operations team to ensure they are providing customer service excellence with every client facing interaction. They will make sure the Sales Operations teams are properly resourced, trained and managed to deliver the high level of service expected from our customers and colleagues.

This role provides a pivotal link between our clients and client-facing sales team working with other business pillars to provide an operational framework which is in line with Sales Operations resources and to establish strategies to achieve growth and sales targets.

## Duties and Responsibilities:

- Ensure the Sales Operations teams are properly trained and managed to support the Client Development team and clients in line with revenue targets
- Coach, lead, motivate and manage direct reports; focusing on team retention and training strategies; hiring and recruitment
- Management of Soane's high-profile projects (super orders)
- Problem solving and skilled in aftercare solutions

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- Work with the Managing Director to provide the business with KPIs to support the Sales Operations and Client Development team
- Proactively identify opportunities for continuous process improvement in our customer journey, client acquisition and retention
- Work alongside the management team to relaunch the Soane website, with integrated e-commerce

## Qualifications for the Position:

- 5 years + experience in a head of customer service or sales role, preferably in a luxury retail or hospitality environment
- Must be a self-starter with strong personal skills and the ability to demonstrate an organized approach to your workload or project
- Communication and people skills a must
- Excellent analytical and problem-solving skills to enable informed decision making
- You will be confident dealing directly with our clients to work on large projects or to handle customer service issues
  
- You will need to be confident working in Excel and other systems, including stock management. SAP Business One experience will be an advantage
- Language skills an advantage
- Driving licence needed

While this role will be based in London, you will need to be in Leicester on a regular basis to spend time with your team there. We do offer flexibility to work from home when needed, however this would not be possible during the first three months of employment

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

Date: updated January 2025

Written by: LW

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