

## Design Studio Manager (Belfast)

DSMB01/19

Are you looking for a new challenge with an award-winning and dynamic innovation Company?

Bloc Blinds, a designer and manufacturer of innovative and award-winning blinds, are currently recruiting for a passionate and motivated individual to manage Design Studio Belfast's Lisburn Road. This is an exciting opportunity to join an ambitious and energetic Company, with plans for growth, including internationally, and who are building an excellent team to support and develop our innovative products.

### About Us

At Bloc Blinds we are known and have received recognition for our new ways of thinking. We look at the blinds industry from the outside in. To innovate one should drift from conventional paths. As a result we've come up a range of unique shading solutions that will turn the industry upside down. As a company full of inventors, innovation is at the core of everything we do. We are continually developing and adding to our product range, working with a number of selected designers, as well as our in house team we work hard to bring our customers new and inspiring fabric designs which are sure to make a statement in any home.

### What contribution does this role make to the business?

This role will ensure that we develop a growing brand presence in Belfast and beyond, and provide our customers with another buying option through the Design Studio experience, where they can come and interact with the products and be guided towards the best fit product for their needs.

### What we'll ask of you:

This role has sole responsibility for the day to day operation of the Studio, ensuring clients receive the ultimate experience from their first visit in studio through to job completion by demonstrating exceptional standards of customer service at all stages of the process. Primarily, you demonstrate exceptional product knowledge, express the brand confidently, and maximise opportunity for sales through upselling and being proactive in your approach. You develop a rapport with customers, enhancing the customer experience, and most importantly, live our value of loyalty by developing relationships with them so they become clients for life. When required, you handle any difficult situations and ensure that any complaints are resolved quickly and effectively in line with Company policy.

You aren't phased by the selling piece; being driven to achieve sales without deploying aggressive sales techniques! Instead you are able to inspire customers by promoting our brand and the USPs of the Company and the products so that they have confidence in and are engaged with both Bloc Blinds and you. You also look beyond the day to day selling piece, providing feedback and ideas of how to meet and exceed targets through selling initiatives and marketing campaigns. You are competent in our processes and systems, right throughout the customer experience until the job is complete, ensuring customer satisfaction is maximised and that retention and re-order potentials are fulfilled. You also promote the brand and drive brand awareness where possible, through networking, referrals and new customer

attraction. You work well on your own, and multi task when required, including handling pressure of deadlines and delivering results.

You work closely with the other sectors within the business, including marketing and production, and report to the Head of Sales, working with them to contribute to tangible information on product and process suggestions as part of our continuous improvement ethos.

### **About You**

You have an entrepreneurial spirit to initiate and grow the Bloc Blinds brand across the greater Belfast area, and be a proactive, self-starter with the ability to provide vision and strategy to assist campaign development. You are sales-focused, with excellent business acumen including a knowledge of basic business finance and reporting. You are a great communicator and your strong interpersonal skills, along with your previous relevant experience of both sales and customer service, and your ability to appreciate, comprehend and communicate the technical side of the products confidently mean you inspire and guide customers to the perfect Bloc Blinds shading solution to suit their room requirement and personal décor preferences. Specifically, retail sales and/or telephone sales experience in a previous role may be beneficial, as this role will involve both dealing with customers in the Design Studio and contacting them proactively and reactively over the phone. You may also carry out online consultations with customers through video calling, so along with an eye for detail and a flair for design, you should be competent with IT; being able to use it to collect, record and analyse data using our bespoke systems (but don't worry – we'll train you on that!). You have the ability to prioritise your workload, working off your own initiative as well as a member of the wider team, as we pride ourselves on our unique culture of autonomy within a collaborative environment. You'll have a good geographical appreciation of Belfast and the surrounding areas, to ensure a logical approach is applied to scheduling appointments. You aren't fazed by pressure, and are driven by deadlines and targets, being able to multitask and prioritise particularly when delivering customer expectations! Overall you are keen to take on a new challenge within a growing and dynamic Company, who have ambitious plans for growth on a global scale.

We are driven, challenging and exhilarating so you must enjoy working to and exceeding KPI's and sales targets. You can think on your feet, see the big picture and want to grow with a company who wants to grow you.

And, as with all roles at Bloc Blinds, your flexibility and co-operation is both expected and appreciated.

Extra Awesome if you have:

- Business Degree
- Management Experience
- Interior Design interest or flair

In return for your hard work and commitment, you will receive:

- Competitive salary

- Bonus package
- A company culture that really makes you feel part of something great
- Most innovative blinds in the industry
- Opportunities for training and development
- A team of aces to work with!

Salary for the Design Studio Manager role circa £25-30,000 (OTE)