



Showroom Manager – Knutsford (Full-time)

Sofas & Stuff is one of the leading premium furniture and fabric brands in the UK. We are a retailer who manufactures with our Head Office based in the beautiful West Sussex countryside and our factory located in Preston, Lancashire. We currently have a network of 25 showrooms across England and Scotland, with plans to add further showrooms in the near future. We are a passionate bunch, and what we don't know about sofas isn't worth knowing.

At Sofas & Stuff, every piece we create is about offering true choice without compromise. With an unmatched range of fabrics and customisation options, we give our customers exactly what they want, ensuring every sofa is made to the highest standards. That's why we opened our own factory — to guarantee the best quality in the industry.

We are currently recruiting for a Showroom Manager for our luxury showroom based in Knutsford. This is a fantastic opportunity for a highly motivated, friendly, and enthusiastic individual.

About the role

We're looking for an exceptional Showroom Manager to lead our Knutsford team. This is a fantastic opportunity for a motivated, design-focused leader who can inspire a team, drive sales, and deliver an outstanding customer experience. You'll be working with highly skilled design consultants, combining your commercial expertise with a passion for interiors to create a truly special showroom environment.

Who you are

- **A natural leader** - You enjoy developing, training and motivating a team, fostering a strong work ethic, and driving performance to reflect our brand values.
- **A people person** - You thrive on customer interaction and love to create a welcoming, engaging showroom environment.
- **A sales-driven professional** - You have a proven ability to hit targets, maximise sales, and monitor KPIs effectively.
- **A commercially minded manager** - You have at least 2-3 years of management experience, ideally within a premium or luxury retail brand.
- **An interiors enthusiast** - You have a passion for design, fabrics, and furniture, with previous retail or sales experience in this space. Ideally, you will have experience using design software such as Canva to create high-quality mood boards and visuals for customers.
- **An excellent communicator** - You can build strong relationships with customers, colleagues, and key stakeholders, both internally and externally.
- **A keen networker** - You relish opportunities to connect with local businesses, interior designers and the wider design community.

- **An organised and proactive person** - You're confident in handling showroom administration, reporting, and daily operations, while maintaining a high aesthetic standard for the showroom and presenting yourself well. The ability to work under pressure in a busy environment is essential.
- **A flexible team player** - You're willing to work weekends and peak periods to support the showroom's success.

Your Key Responsibilities

Working closely with the Sales Director in setting KPIs, which will motivate and provide objectives to the Knutsford showroom team, your key responsibilities are as follows:

Deliver outstanding customer service

- Maintain and develop Sofas & Stuff's industry-leading standards of customer service and care, by delivering warm and expert assistance to those selecting furniture that meets their needs and style preferences.

Maximise sales & performance

- Drive sales through commercial awareness, effective communication and a deep understanding of our products and services.
- Manage a team of design consultants and build a culture aiming to exceed showroom sales targets and KPIs.
- Motivate and support team members to achieve individual and team sales goals.

Team management

- Assist in the training and development of showroom team members.
- Foster a positive work environment, encouraging teamwork and accountability.

Visual merchandising

- Maintain the showroom's aesthetic appeal by ensuring furniture is arranged to showcase a variety of styles, configurations, and settings.
- Update and rearrange displays based on seasonality, new product and fabrics, and customer feedback.

Showroom administration

- Support with daily administrative tasks, including processing sales transactions, managing customer data, and updating sales records.

Job types: Full-time, Permanent

Work location: In person

Please send your CV to hr@sofasandstuff.com to apply.