

COACH HOUSE

Head of Client Relations & Experience

Location: Coach House Head Office, Altham.

Hours: 40 hours per week.

Salary: Dependent on experience.

Reporting To: Director Level.

For over 50 years Coach House has imported and sold captivating, design-led, furniture and homewares throughout the UK and further afield. At Coach House, one of the things we endeavoured to do is to push forward within the British homewares market. We aim to be a company that our employees are proud of, and our customers are loyal to, as well as to provide the most compelling of buying experiences.

Over 50 years, we have grown to become one of the industry's largest and most trusted trade-only names, and we are still a proud family run business. Our extensive breadth of product is not confined to one style but rather reflects a myriad of diverse collections spanning from traditional to contemporary furniture, lighting, design-led accessories, artificial floral, Indian antiques and festive products.

We believe that this is what makes Coach House an inspiring company to work for.

Coach House is seeking a visionary and commercially minded Head of Client Relations & Experience to join our leadership team at our Altham Head Office. This is a pivotal role designed for a strategic partner who can seamlessly blend high-level business development with a deep commitment to service excellence. You will be responsible for the end-to-end customer journey, ensuring that every interaction from initial onboarding to long-term account development reflects our brand's dedication to quality and client success.

The Opportunity

As the Head of Client Relations & Experience, you will lead a diverse group of teams, including Sales Coordinators, New Business, Reception, Showroom Hosts, and Returns. Your primary objective is to drive sustainable revenue growth by optimising account utilisation and fostering brand advocacy across all client touchpoints.

Key Responsibilities

Strategic Leadership: Define and execute a comprehensive customer experience strategy, establishing elite service standards and rigorous communication policies.

Operational Excellence: Manage live call and email systems, monitoring real-time performance to ensure swift and professional resolutions.

Data-Driven Growth: Analyse customer feedback, sales trends, and stock performance to inform marketing strategies and continuous improvement initiatives.

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Team Empowerment: Mentor and coach, your teams, setting clear monthly and quarterly targets while cultivating deep product and market expertise.

Cross-Functional Collaboration: Partner with Marketing, Design, and Operations to synchronise product launches, events, and service enhancements.

Core Requirements

Experience: Proven leadership in a commercial or customer-centric role, ideally within the interiors, homeware, furniture, or design-led wholesale sectors.

Education: A bachelor's degree in business, Marketing, or Management.

Skills: Exceptional negotiation and conflict resolution abilities, strong commercial acumen, and the agility to manage complex project deadlines.

Technical Proficiency: Familiarity with CRM/ERP systems and data visualisation tools is highly desirable.

Preferred Certifications: Professional credentials such as CCXP, Prince2, or Lean Six Sigma are considered a significant advantage.

At Coach House, we value stability, objectivity, and a proactive approach to problem-solving. If you are a leader who inspires confidence and is ready to transform client relationships into long-term strategic partnerships, we would love to hear from you.