

Bathroom Sales & Operations Consultant

Description

Bathroom Sales & Operations Consultant

Hitchin | Full-Time

£30,000 Basic Salary + Car Allowance + Uncapped Commission (Realistic OTE £70,000+)

Make a Difference While Building a Successful Career

As Bathroom Sales & Operations Consultant, you'll play a vital role in delivering exceptional customer experiences while driving the commercial success of our clients Hitchin branch.

If you're a motivated sales professional who enjoys taking ownership, building relationships, and delivering results, we'd love to hear from you.

The Opportunity

This is a unique role combining consultative sales, operational coordination, and branch performance management.

You'll manage the complete customer journey—from initial enquiry through to installation readiness—ensuring every customer receives outstanding service while achieving strong sales outcomes.

Alongside company-generated leads, you'll proactively develop local business opportunities and build your own pipeline through networking, referrals, and community engagement.

Key Responsibilities

Sales & Customer Consultation

- Convert inbound enquiries into qualified appointments
- Conduct home consultations with customers
- Assess customer requirements and recommend suitable solutions
- Build trust and rapport, particularly with older and vulnerable customers
- Secure orders through a professional, consultative sales approach

Survey & Installation Preparation

- Carry out accurate site surveys and measurements
- Capture detailed specifications and customer requirements
- Prepare installation documentation to ensure smooth project delivery
- Work closely with installation teams to achieve right-first-time outcomes

Hiring organization

Elliott Recruitment

Employment Type

Full-time

Duration of employment

Permanent

Job Location

Hitchin

Base Salary

£ 30000

Date posted

10th June 2026

Branch & Showroom Management

- Take ownership of the day-to-day operation of the Hitchin showroom
- Welcome and engage showroom visitors
- Convert walk-in enquiries into appointments and sales opportunities
- Maintain a professional and customer-focused showroom environment

Business Development

- Generate additional leads through local networking and relationship building
- Develop referral opportunities within the community
- Build awareness of our services throughout the local area
- Manage and grow your own sales pipeline alongside marketing-generated leads

Performance & Administration

- Maintain accurate customer records using our CRM system
- Manage follow-up activity and customer communications
- Monitor and improve appointment, quotation, and sales conversion rates
- Drive consistent branch performance against agreed targets

About You

We're looking for someone who combines commercial drive with genuine customer care.

You'll ideally have:

- Proven success in a customer-facing sales role
- Experience conducting consultations within customers' homes
- Strong relationship-building and communication skills
- Excellent attention to detail and organisational ability
- Confidence managing surveys, specifications, and project requirements
- A proactive approach to generating new business opportunities
- A track record of achieving and exceeding sales targets

Experience within bathrooms, kitchens, or home improvement sectors would be advantageous, but is not essential.

Most importantly, you'll bring:

- A strong sense of ownership and accountability
- Professionalism and integrity
- A structured and organised approach to your work
- The ability to balance customer care with commercial success

What We Offer

- £30,000 basic salary
- Car allowance
- Uncapped commission structure
- Realistic on-target earnings of £70,000+
- High-quality marketing-generated leads
- Significant autonomy and ownership
- Career development opportunities within a growing business
- The chance to make a genuine difference to customers' lives every day

Working Environment

- Full-time position based from our client's Hitchin showroom
- Blend of showroom appointments, home consultations, and telephone-based activity
- Fast-paced and rewarding environment with clear accountability for results

Apply Today

If you're looking for a role that combines sales success with meaningful customer impact, we'd love to hear from you. Immediate interviews are available.