

Kitchen Architecture, design co-ordinator

Location: Oxford

www.kitchenarchitecture.co.uk

Kitchen Architecture is a design-led company that delivers service, knowledge and intelligent propositions. Working with the iconic bulthaup range and other complementary furniture products, including our own ranges, we create sociable indoor and outdoor living spaces that add value to our clients' homes and lifestyle.

Our design co-ordinators form an integral part of our sales, design and marketing function. They support our design managers by preparing designs for client's indoor and outdoor living spaces using established Kitchen Architecture design principles and our portfolio of the the best products available.

Our sales and design team comprises fourteen design managers, supported by eight design co-ordinators and an appliance and after-sales team. You will work alongside: the appliance manager who co-ordinates all ordering, warehousing and delivery of project materials and appliances; plus nine teams of experienced bulthaup kitchen fitters working on site. You also will liaise closely with the workshop where our Teddy Edwards furniture is made over the production and development of the furniture.

Our design co-ordinators play a crucial role in creating the Kitchen Architecture experience. He/she will undergo the Kitchen Architecture and bulthaup training and induction programme, as well as on-the-job training in Kitchen Architecture design principles, critical to maintaining the meticulous standards our brand demands.

As well as fulfilling the design brief given by the design manager, it is essential that the design co-ordinator acquires full knowledge of all aspects of the design project as he/she will be expected to deal competently with all client queries when the design manager is on site.

Responsibilities

Reporting to the operations director, you are responsible for the following.

- Work with the design manager to ensure that all aspects of client brief are met, Kitchen Architecture design principles are adhered to, and client expectations are surpassed.
- Use CAD to prepare Kitchen Architecture design proposals for the design manager to present at client presentations. These proposals will include technical details, brochures, case-study photos, samples and suggested colour schemes.
- Following order, ensure two copies of the detailed contracts are posted out to the clients and are returned signed.
- Prepare detailed Kitchen Architecture design plan for chosen proposal, from initial stages through to sign-off, under the guidance of the design sales manager.
- Acquire full product knowledge of all products in our portfolio, as well as knowledge of our extensive photo library, comprising over 2,000 photos of Kitchen Architecture case-studies, to support sales process and presentations.
- Work with the design manager to acquire thorough knowledge of all aspects of current projects and handle all client queries effectively when design manager is on site.
- Work with applications manager to acquire working knowledge of appliance ordering and delivery.

- Work with design manager/appliance manager to acquire working knowledge of all project materials ordering, warehousing and delivery.
- Prepare detailed fitting packs to be given to the fitting team to ensure
- Ensure all project materials and appliances are on site when required.
- Supply technical details and assistance to fitting team when required.
- Ensure all orders are placed on sales order processing system and that all relevant project data (including appliances, materials and design spec) is recorded in existing admin system.
- Ensure that, post installation, all the small items and snagging are ordered and completed to exceed client expectation.
- Compile case studies (including photos) of the projects to be considered for PR and website purposes.
- Assist marketing function in creating artwork and sales-support activities, such as our internal photo library; digital and website updates; attending CPDs, client events and trade fairs; and other ad-hoc support.
- Assist the design managers in maintaining up-to-date contact details in the CRM
- Deal with telephone queries
- Ensure that the design centre is always immaculate and reinforces our brand and supports our client experience.
- Make regular checks and ensure all displays, samples, accessories, client give-aways, product books and brochures, and branded goods are stocked up and in appropriate places.

Skills and qualities of a Kitchen Architecture design co-ordinator

- Follow Kitchen Architecture five core values in all areas of your professional conduct, whether that is on site or in the showroom.
- Effective communicator (both written and oral) with excellent telephone manner.
- Excel at customer service, committed to representing Kitchen Architecture brand and add to the Kitchen Architecture experience for clients.
- Multi-task, able to deal with more than one project confidently and competently.
- Proven design ability – either through college or work experience.
- CAD experience ideal but not essential.
- Ability to learn and use our client relationship management system – zoho.
- Prepared to travel to other Kitchen Architecture design centres when required.
- Good team player.
- Can-do attitude, willingness to help and learn.
- Ambition and potential to develop into a Kitchen Architecture design manager.

Salary range: £25k to £30k, depending on experience, plus bonus (OTE); 21 days annual leave; company pension scheme; training programme (incl. Kitchen Architecture design school and bulthaup induction programme in Germany).

To apply please send CV and covering note to workwithus@kitchenarchitecture.co.uk.

Closing date for applications: Tuesday 6 May, 9.00 am