

HEAD OF SALES - NET-A-PORTER GROUP

NET-A-PORTER is an established global Internet retailer of cutting edge luxury fashion labels, relied upon for its exceptional quality of service and eye for the next big thing. With an expanding domestic and global market, and revenues increasing month on month, we are now looking to add new revenue streams to the Group. This presents a fantastic opportunity to capitalise on our infrastructure and leverage our expertise to drive the business forward across multiple channels.

As such, we are seeking a talented and driven Head of Sales to lead our global sales teams (Customer Care, Fashion Advice and Personal Shopping). Reporting to the VP Sales and Marketing, you will take overall responsibility for direct to customer sales across the group, **evolving, innovating and driving** our sales processes. This is a fantastic opportunity to drive profitability during an exciting period in our worldwide expansion.

Responsibilities

- Be the Global lead for all direct to customer sales across the group
- Set ambitious sales targets for each of the teams in all territories and motivate with inspiring leadership
- Maximise the morale and motivation of the sales teams, whilst fostering a collaborative culture that is open to change, improvement and innovation
- Lead and Mentor the team managers to encourage sales-driven behaviours
- Set performance levels for senior managers, managers and team leaders and review on a quarterly basis
- Achieve and exceed corporate revenue targets and associated KPI's for each of the territories.
- Work with internal teams (Editorial, Creative, Retail, Technology, Operations) to identify and drive sales opportunities

Experience and Skills

The ideal candidate will be a graduate with a solid track record of driving sales in a luxury retail or department store environment. You will be a highly strategic and results-oriented thought leader with the proven ability to transform information into effective sales strategies and revenue results. You will have the ability to influence change across an organization at various levels. You will serve as brand ambassador in all external and internal communications.

- High-calibre BA/BSc degree (or relevant commercial experience)
- Strong sales and business-development experience
- Proven track record of successfully developing and growing a sales business
- Experience of managing a large and multi-cultural team
- Experience gained in a sales-driven luxury product environment (e.g. retail, leisure and hospitality, private banking services)
- Excellent written and oral communication skills
- Deep understanding of luxury retail and fashion industries
- A focus on quality and a passion for delivering success
- An excellent and collaborative approach to teamwork, and a flexible working style
- A strong customer ethos and customer centric approach
- Strong manager
- A demonstrable and sustainable high level of energy and enthusiasm
- Creative flair exemplified through proven track record of successfully challenging norms and implementing innovative ideas

Hours: 37.5 per week

Location: This role is based in our Head Office in London W2

To Apply

Please email us an updated CV and a cover letter explaining why you feel you are suited to the role to jobs@net-a-porter.com