

Job Description

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| Job title: | Project Consultant |
| Hours of work: | 42 hours per week (8am-5pm). Weekend work required during trade shows and events |
| Location: | Flexible, though ideally based at our South Devon headquarters, near Totnes. Role will involve travelling to meet clients and attending trade shows nationwide |
| Contract type: | Permanent |
| Reporting to: | Sales Manager |

Remuneration and benefits:

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| Rate of pay: | <ul style="list-style-type: none"> • DOE |
| Learning and development: | <ul style="list-style-type: none"> • Training in bespoke timber architecture will be provided • You will have the opportunity to shadow other members of the team to gain experience in our business and a broad understanding of our work - this will include other members of the sales team, frame designers, project managers, marketing & our carpentry team. • Regular training and performance reviews. • Opportunity to attend relevant seminars and conferences for Continual Professional Development |
| Annual leave: | <ul style="list-style-type: none"> • 20 days holiday p/a plus bank holidays, increasing to 22 days after 5 years |
| Why work for us? | <ul style="list-style-type: none"> • Family friendly policies • Pension - 3% employer contribution increasing after 5 years and matched to 5%. Increasing each year thereafter. Max 10% • Annual co-owner bonus • Family friendly social events • On-site parking • Firewood allowance • Cycle to work scheme • We operate out of 3 rural locations in Devon and Scotland. |

About Carpenter Oak:

Carpenter Oak creates award winning inspired timber architecture, championing wood, craft, innovation & design. We think the future is building using sustainable materials, meaning our structures will be around for multiple generations. All our projects are bespoke and unique, setting us apart from the rest of the industry. We work with dynamic clients and designers.

Carpenter Oak was founded in 1987. We are an employee ownership business with co-owners owning 51% of the shares through a trust. We believe employee ownership is better business.

Our business is held up by four pillars - our people, our product, a force for good and we are success driven.

We value and develop our co-owners and empower them. We promote a culture of transparency and have policies that support the health and wellbeing of our co-owners. We care about happiness. We know that we are stronger together and value good relationships.

About the role:

The role of Project Consultant offers a rare opportunity to join the Carpenter Oak sales team, as a first point of contact for our clients as they begin their project.

Our work covers a broad range of projects, from residential to commercial, and in a variety of materials and architectural styles. The role is primarily focussed on the residential sector, guiding clients as they embark on their self-build journey. In an outward facing role, the successful applicant will foster relationships with new clients and their architects, building trust in Carpenter Oak's expertise and experience to deliver their project.

With a consultative sales approach, the focus of the role will be developing initial leads through to conversion. Support will be on hand throughout, working with the wider sales and design team to identify and deliver the best approach to each project - no two are the same.

Carpenter Oak offers a range of services, often beginning with Architectural Design. While the majority of our projects are delivered with external architects, our in-house offering is attractive to many self-builders, and is an area we seek to grow. The Project Consultant will help our clients navigate the options, promoting our collaborative approach throughout.

You will meet our clients through a range of media: initial phone calls from web-based contact; in-person visits to our Framing Yard; travelling to site visits; attending industry trade shows (typically 4-5 per year); attending Open House events at completed Carpenter Oak projects.

The Project Consultant is a central member of the team at Carpenter Oak, conveying our expertise to our clients, and having a hands-on role in securing exciting and challenging work for the business. Our projects are built to last by talented

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craftspeople - great pride will be taken when viewing a completed bespoke timber structure that you have nurtured towards construction, for satisfied clients.

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| Main responsibilities: | <ul style="list-style-type: none"> • Acting as first point of contact for new clients, representing Carpenter Oak's service led approach • Providing early stage advice and information for self-build clients, with a focus on structural timber frames • Assist with identification of a suitable architect, either in-house or external • Attending site visits (typically 2 days per week) and welcoming clients to our Framing Yard and show home • Offering support to clients and architects through design development towards a Planning Application • Based on Planning stage drawings, developing a clients brief for a structural timber frame, presenting sketch designs and budget costings • Refining proposals through to conversion • Making introductions to Carpenter Oak partners when required • Involvement in hand-over to Project Manager and Frame Design post-sale • Timely management of pipeline of sales enquiries with use of CRM and company sales process • Liaise with sketch design and estimating functions of the sales team, to ensure client brief is clearly communicated and met • Provide weekly updates on pipeline to wider sales team • Attending sales shows and events, including occasional weekend working (we will provide a minimum of 4 weeks notice prior). |
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Role requirements:

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| Essential characteristics and general skills | <ul style="list-style-type: none"> • Personable and professional approach, with a can-do mentality • Confident in meeting new people and fostering trusting relationships • Excellent communication skills, in person, on the phone and in writing • Excellent time management and ability to prioritise tasks • Highly organised and motivated, able to work on initiative • A team-player, you will enjoy working within an experienced and multi-disciplinary team • Open and honest |
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| Essential knowledge and experience | <ul style="list-style-type: none">• 2+ years in a consultative sales role• Experience in developing and managing bespoke proposals through to sale• A thirst for knowledge in sustainable, quality timber architecture• Good proficiency in Microsoft and Google Workspace.• A full UK driving licence. |
| Desirable knowledge and experience | <ul style="list-style-type: none">• A keen interest in sustainability, and an appreciation of craft based industry• An understanding of architectural designs would be advantageous, though not requisite - training will be provided• An understanding of pricing mechanisms would be advantageous, though not requisite |