

# Charles Margetts

Business & Operations Manager

Finchampstead, UK

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## Languages

English (Fluent)

French (Work Proficiency)

German (Basic)

## About

An experienced business manager with 20 years plus experience in luxury brands. I have a track record of developing businesses and growing sales and profit. I have had full responsibility for turnover and profit in my last two roles and have reported directly to the managing director

I have managed teams of sales, retail and admin staff. I have recruited my own teams

I have selected products and put together a product range in my last two roles

### BRANDS WORKED WITH

AF Jones Stonemasons Interiors

MARTIN MOORE STONE

Paris Ceramics

The Loft Shop

## Experience

### ● / Operations Manager

AF Jones Stonemasons Interiors | Jun 2018 - Now

AF Jones is a stonemasonry business which carries out bespoke projects from £100 to £2,500,000.

Key Achievements

- Project Managed complex projects of up to £1,400,000k in value. Managed the design process, logistics, sourcing of stock, planning, hiring of subcontractors, management of site and management of the client, architect, designer relationship. I managed m and e, carpentry and other trades where the project scope dictated
- Achieved 3 year sales and profit target for AF Jones interiors
- Managed activity of all site staff and subcontractors within the company
- Designed, delivered and managed development of website enabling clients to transact online with the company
- Grew trade sales of worktops from £0 to £400,000 in 2 years by targeting kitchen designers / interior designers such as Griggs and Mackay, Kitchen Solutions, Farnham Furniture, Isla James Interiors and Ham Interiors with proactive sales work
- Prepared estimates and converted quotations for larger and more complex projects. I won 6 projects worth over £500k each. I won the Witley Park interiors project ( £1.3 million ) which is the largest the company had previously won
- Worked with large developers ( eg Sizegroup, Spink ), architects ( Thomas Croft, Robert Adam ) and designers ( Studio Indigo, Colefax and Fowler ) to deliver projects Since I joined the company the overall interiors sector has grown from £300,000 pa to £2,500,000 pa Current Salary £80k ote



### ● Business Manager

MARTIN MOORE STONE | Jan 2005 - Apr 2018

Martin Moore Stone is an offshoot business of the upmarket kitchen design company Martin Moore and Co. It sells natural stone and porcelain tiles via the Martin Moore and Co retail showrooms and online. The client base is a mixture of high end domestic, interior designers, architects and property developers. I developed the business and reported to the owner on sales and profit

Key Achievements

- Selected and priced the entire product range which currently consists of 300 products
- Developed client relationships with several local developers
- Developed sales from £0 to £1.2 million in 2018
- Achieved or exceeded sales and profit targets on an annual basis
- Managed and selected all staff and subcontractors
- Designed, delivered and managed E commerce website enabling clients to transact online with the company
- Selected and managed 20 plus suppliers
- Resolved all customer service issues

- Trained all internal staff and Martin Moore and Co kitchen designers
  - Prepared and converted quotations for larger and more complex projects ( Values up to £250k )
  - Won orders from interiors designers such as Jenny Blanc, Katherine Pooley as well as developers such as Royalton to deliver high end projects
- Salary on leaving this company £80k ote



### ● Business Manager

Paris Ceramics | Jan 2001 - Jan 2005

Paris Ceramics is an upmarket retailer of natural stone tiles, decorative tiles and reclaimed natural stone products via a showroom and a brochure. The client base is a mixture of high end domestic, interior designers, architects and high end property developers. My role was Business Manager of their London Showroom. I reported to the Sales Director.

Key Achievements

- Delivered sales performance above target of the London office ( turnover £3 million pa )
- Day to Day management and selection of all staff and subcontractors
- Trained all internal staff
- Prepared and converted quotations for all projects with values from £500 - £100k

Salary on leaving this company £60k ote



### ● Area Manager

The Loft Shop | Jan 1997 - Jan 2001

The Loft Shop was a retailer of roof windows, wooden staircases, roof domes, loft ladders and other similar products. It had 26 showrooms across London and the South East and sold products via the showrooms and a brochure. The client base included loft convertors, builders, house builders and members of the public. My role was Area Manager with 12 showrooms. I reported to the operations director initially and then the managing director. I

Key Achievements

- Managed and developed 10 key builders merchant accounts
- Managed the account for Barratt Homes and B and Q
- Delivered sales performance of 12 showrooms.
- Management and selected 20 staff and subcontractors
- Trained all internal staff
- Designed and approved the presentation and appearance of all showrooms
- Resolved all customer service issues

## Education & Training

### ● University of Kent at Canterbury

Master of Business,

### ● Sheffield University

Bachelor of Economics,