

ROLE PROFILE

Role Title	Commercial Manager
Reports to	Head of Sales and Business Development
Location	Milverton, with some UK or international travel to meet customers and attend events
Department	Sales and Business Development
Purpose of the role	<ul style="list-style-type: none"> A commercial leader, managing a team of account managers who are responsible for delivering our strategic customer's service level and commercial targets. Develop an international sales strategy and oversee successful delivery. Work collaboratively across the business to identify opportunities, raise standards or solve problems that ensure we deliver customer service excellence, as a result exceed our commercial targets.
Key internal contacts	<ul style="list-style-type: none"> All heads of department and the Managing Director Key operations staff Brand and Communications Manager Liquids and Herb Field managers
Key external contacts	<ul style="list-style-type: none"> Strategic leaders and decision makers of our key accounts and the wider industry External providers, where relevant: Organic Certifiers, IT, logistics/freight etc
Job description	<ul style="list-style-type: none"> Line manage a team of account managers, who oversee relationships with our key customers in the UK and globally Account manage a small number of our most strategic customers – delivering customer service excellence Develop and capitalise on, strategic commercial opportunities Identify opportunities for marketing and communications that extends and embeds our industry reputation Oversee our international sales business, develop and implement an international sales strategy with the International Sales Manager Demonstrate leadership and problem solving across the business – working to unblock barriers, achieve operational efficiency and facilitate growth. Set the standard for account management, working across the department to create and implement systematic ways of working, so that no customer gets missed. Enable others to work towards these levels. Deputise for the Head of Sales and Business Development as required. Some international travel to key customers and trade shows. <p>This Job Description is not an exhaustive list of duties; but is intended as a general indication of the range of work undertaken and will vary in accordance with the changing demands of the business.</p>
Preferred knowledge and experience	<ul style="list-style-type: none"> Previous line management - essential Commercial sales negotiation and account management International trade Organic food and drink Data analysis, business planning Competent in Microsoft Office products
Qualities and attitude	<ul style="list-style-type: none"> Honest and reliable Strong independent work ethic Works successfully with others and contributes to a joint result 'Can do' attitude, responds well to opportunities and helps problem solve Good time keeping and ability to meet deadlines Professional and represents the values of the business
Hours of work	36.5 hours per week
Date reviewed	September 2024