

Strategic Account Manager

Salary: £33,500 - £40,000

Hours: 36.5 hours per week (Monday - Thursday, 9:00 am – 17:00pm, Friday, 09:00am – 16:00 pm)

Contract: Permanent, full-time (3-month probation)

Reports to: Head of Sales and Business Development

Location: HQ in Milverton, Somerset, UK

(Please note: this role is not remote. Applicants must already have the right to work in the UK and be able to commute to Milverton.)

About Organic Herb Trading

For over 40 years, Organic Herb Trading has been at the heart of organic and sustainable sourcing— working with herbs, spices, and botanicals from all over the world. We're a small but passionate team based in the Somerset countryside, supplying some of the UK's best-known ethical and wellness brands.

What makes us different? We care deeply about what we do - from the quality of our ingredients to the relationships we build with our growers and customers. We mix decades of expertise with a curious, forward-thinking mindset, always looking for better, fairer and more sustainable ways to do business.

Role Purpose

This is a pivotal commercial role at Organic Herb trading. As Strategic Account Manager, you will own and grow a portfolio of strategic accounts, lead the day-to-day management of our most significant customer relationships, and act as deputy to the Head of Sales & Business Development when required. You will be commercially sharp, relationship-focused, and hungry to bring in new business, while delivering the consistency and discipline our key accounts expect.

Key Internal Contacts: Works closely with Head of Sales & BD, Purchasing, Technical, Operations and Finance across the day-to-day commercial management of strategic accounts.

Key External Contacts: Working across multiple levels within accounts across buyers and procurement managers, senior and commercial decision makers, technical and NPD contacts, and quality and compliance contacts at customer organisations.

Key Responsibilities:

Account Management

- Own and develop a portfolio of strategic and mid-tier accounts, acting as the primary relationship contact
- Lead day-to-day management of Organic Herb Trading's largest and most complex customer relationships, including volume planning, forecasting, and issue resolution
- Work closely with the Head of Sales & BD on our most strategic accounts — taking the lead on operational delivery and customer communication while supporting on strategy
- Deliver structured account reviews and joint business planning with key customers
- Maintain accurate pipeline and account records within our CRM and commercial systems

New Business Development

- Proactively identify and pursue new business opportunities within target sectors (food & beverage, wellness, foodservice, retail)
- Build and maintain a healthy pipeline of qualified prospects, converting opportunities with a disciplined and relationship-led approach
- Represent Organic Herb Trading at trade events, industry forums, and customer visits
- Work with the Head of Sales & BD to define and execute a new business strategy aligned to Organic Herb Trading's growth ambitions

Deputy Responsibilities

- Act as deputy to the Head of Sales & Business Development during periods of absence or when required
- Provide leadership and coordination to the broader sales team when needed

- Support the Head of Sales & BD in maintaining commercial momentum and customer confidence across the portfolio

Commercial & Cross-Functional

- Work collaboratively with procurement, operations, and quality teams to ensure customer commitments are met
- Contribute to Organic Herb Trading's sustainability and quality roadmap work in partnership with key customers
- Provide input into forecasting, pricing decisions, and stock allocation in line with agreed commercial frameworks
- Feed market intelligence back into the business to inform product development and commercial strategy

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.

Attributes

Honest & reliable, proactive and solutions-focused, commercially aware, organised and structured with attention to detail, good communicator, collaborative, customer-focused and resilient, calm under pressure, leads by example, takes ownership

Skills & Experience - Essential:

- Proven experience in B2B key account management, ideally within food, ingredients, health & wellness, or FMCG
- Demonstrable track record of both retaining and growing accounts, and winning new business
- Strong commercial acumen — comfortable with margins, pricing, forecasting, and business cases
- Excellent communication and relationship-building skills at all levels
- Highly organised, with the ability to manage multiple accounts and priorities simultaneously
- Confident using CRM and commercial reporting tools
- Self-motivated with a drive to exceed targets

Skills & Experience - Desirable:

- Experience in the organic, speciality food, or botanical supply sector
- Familiarity with sustainability or ethical sourcing frameworks
- Experience supporting or deputising for a commercial manager or director
- Existing network within relevant buyer or procurement communities

What We Offer

- 25 days holiday + bank holidays
- Mediacash health scheme
- Staff buying co-operative & cycle to work scheme
- Contributory pension (4% employer contribution)
- Career development & learning support
- A values-led, independent workplace committed to doing business the right way

How to Apply

Please send your CV and a brief covering letter outlining why you believe you are a great fit for this role to recruitment@organicherbtrading.com

Application deadline: Friday 1st May 2026 – early applications are encouraged as they will be reviewed on receipt. We look forward to hearing from you.

Equal Opportunities

We are an equal opportunities employer and welcome applications from all suitably qualified candidates regardless of race, gender, disability, religion/belief, sexual orientation or age. We are committed to creating an inclusive environment for all employees.