

HEAD OF ACCOUNT MANAGEMENT

Overview:

Our client is a technology business building solutions within the agricultural and supply chain space, connecting buyers and growers while improving visibility and efficiency across the value chain through a centralised platform. As the business continues to scale, it is evolving its account management function into a more strategic, commercially driven capability focused on long term client growth and retention. The Head of Account Management is a senior leadership role responsible for owning and expanding a portfolio of high value accounts. The role focuses on transforming account management into a proactive, data driven function that drives retention, deepens platform adoption, and positions the business as a critical partner within its clients' commercial operations.

Responsibilities:

- Lead and define the account management strategy
- Drive retention and expansion across key accounts
- Manage high value client relationships and stakeholders
- Oversee renewals, pricing, and commercial agreements
- Translate data into client value and insights
- Lead quarterly business reviews and reporting
- Identify growth opportunities within existing accounts
- Build and develop a high performing account management team
- Provide market and client insights to product teams
- Manage account health, risks, and expansion strategies

Requirements:

- 5 or more years experience in account management or client success
- Leadership experience managing teams and portfolios
- Experience in agriculture, logistics, or supply chain sectors
- Experience managing enterprise level clients
- Strong commercial and strategic mindset
- Strong stakeholder management capability
- Experience driving retention and account growth
- Ability to analyse data and deliver insights
- Strong negotiation and contract management skills
- Degree in relevant field

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