

Job Title:	Product Manager	Job Category:	N/A
Department:	Product & Operations	Travel Required:	Yes
Location:	Swaffham, Norfolk	Position Type:	Full Time
Salary:	TBC	Starting date:	Immediate

Overview

One Traveller, an award winning, family owned and run business, specialises in escorted holidays for mature solo travellers throughout the UK, Europe and Worldwide.

An exciting opportunity has arisen within Product & Operations department for a switched-on, energetic, and adaptable Product Manager in our Head Office in Swaffham.

At One Traveller our ever-growing team has one key thing in common – a desire to be part of a business that genuinely cares for their guests as well as their team. We have built a brand that is trusted to deliver what we sell, and we want you to play an active part in making a difference to the future of One Traveller.

This is a rewarding and varied role where you will be an integral part of the business based in the Product and Operational team working to create and deliver One Traveller holidays.

Job Purpose

- ✓ Drive sales and product growth
- ✓ Create interesting innovative products that meet market needs
- ✓ Deliver high performing tours in both quality and experience
- ✓ Deliver planned revenue growth and target margins
- ✓ Deliver excellent customer service
- ✓ To share your product knowledge with internal and external customers

Roles & Responsibilities

Planning

- ✓ Understand the market dynamics and competition in order to assist in planning itineraries
- ✓ Planning, developing, and phasing new products with robust implementation plans
- ✓ Driving continuous improvement of existing product range by listening to feedback and market drivers
- ✓ Planning and delivering the capacity plan for your areas
- ✓ Reviewing customer quality questionnaires
- ✓ Share and interpret historical data and findings to improve future tours
- ✓ Control costs of each individual tour elements

<ul style="list-style-type: none"> ✓ Overseas travel to new and existing destinations to experience and contract One Traveller itineraries, when required
Commercial
<ul style="list-style-type: none"> ✓ Effective purchasing; maximising both cost savings and hotel/itinerary quality for tours ✓ Delivery of planned revenue and margins ✓ Actively source solutions for the reduction of compensation pay outs ✓ Completion of all signed contracts in line with deadlines ✓ Sales analysis, working with Yield and Marketing to identify and react to commercial risks and opportunities ✓ Ensuring that potentially profitable departures are not consolidated ✓ Accurately budget operational costs for Tour Managers <p>Provide accurate information including any financial implications for any changes to tours</p>
Pricing
<ul style="list-style-type: none"> ✓ Collate accurately all tour costs and complete tour analysis ready for pricing ✓ Work with senior management to ensure pricing stacks up against core competitors and is competitive within the current marketplace ✓ Capture competitor prices and analyse
Competitor Analysis
<ul style="list-style-type: none"> ✓ Monitor competitor activity for all tours and tour content <p>Work with marketing to monitor competitor sales messaging and promotions</p>
Quality Control
<ul style="list-style-type: none"> ✓ Monitor the customer feedback scores and highlight and resolve problem areas ✓ Work with Tour Managers to understand the quality of the tours and service to customers ✓ Take action to improve or replace low scoring services
Health & Safety
<ul style="list-style-type: none"> ✓ Ensure all elements of your tours have been health and safety checked
Customer Service
<ul style="list-style-type: none"> ✓ Respond to customer booking calls ✓ Utilise your expertise in product to sell holidays ✓ Answer any queries via telephone or the product inbox ✓ Call customer's pre-departure to ensure they have everything they need and understand the itinerary ✓ Brief Tour Managers on the itinerary of new tours and existing tours pre-departure
Operations
<ul style="list-style-type: none"> ✓ Prepare operational paperwork for each departure ensuring the information is accurate and up to date



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- ✓ Liaise with the Aftersales department to ensure customer information is correct
- ✓ Confirm pre-departure with suppliers' details of bookings' special requests and tour itinerary
- ✓ Keep FCDO information always updated

Brochure Production

- ✓ Deliver accurate brochure content relating to all your products
- ✓ Work with the brochure production schedule ensuring you meet all set deadlines
- ✓ Work with the creative marketing team to ensure your products are marketed correctly

Skills & Experience

- ✓ Ideally a minimum of two years' experience
- ✓ A passion to deliver excellent products
- ✓ Strong commercial acumen and excellent negotiation skills
- ✓ Demonstrates a creative and innovative approach to work
- ✓ Excellent communication skills
- ✓ Displays tenacity and a determination to succeed
- ✓ Ability to analyse and interpret management information regarding sales margins market data to ensure all relevant products are commercially viable
- ✓ Proficient IT skills including Excel PowerPoint and Word
- ✓ Accuracy and good attention to detail
- ✓ Excellent organisational skills
- ✓ Flexible with the ability to work in a deadline driven environment
- Self-motivated

This role would be suitable for someone who

Would like to develop their skills in product management, join a highly motivated team and become part of the One Traveller family.

- ✓ Other Qualities include:
- ✓ A passion for delivering the best in industry products
- ✓ Customer centric
- ✓ Has a "Can do "attitude
- ✓ Enjoys working under pressure
- ✓ Good at prioritising
- ✓ Passionate about travel
- ✓ Makes things happen
- ✓ Can work independently if necessary
- ✓ Tons of common sense and fresh ideas