

## Product Manager Job Description

<b>Job Title</b>	Product Manager
<b>Department</b>	Product
<b>Reports To</b>	Head of Product
<b>Direct Reports</b>	None
<b>Working Hours</b>	<b>09.00–17.30 Monday to Friday</b> Working in Product can be demanding at times and requires dedication—during certain times of the year, you may be asked to work additional hours or on weekends.
<b>Overview</b>	Working closely with the rest of the Product team, you'll be responsible for the smooth running and day-to-day management of the delivery of Headwater products—including hotel contracting, health and safety, sales team product training, product marketing, and web management, as well as providing support to other Product Managers and any information as required by Marketing.

<b>Responsibilities</b>	<p><b>Commercial</b></p> <ul style="list-style-type: none"> <li>• Visit hotels / agents to increase your awareness and understanding of your products</li> <li>• Review, update, and improve products; review product sustainability ratings</li> <li>• Manage all web product pages to ensure all content is relevant, accurate, up-to-date, and user-friendly</li> <li>• Proof brochure / web product pages and maintain / update web photo galleries</li> <li>• Monitor sales and make improvement recommendations—review any discounts / incentives to book from suppliers</li> <li>• Work closely with the Marketing team, providing suggestions on product promotions (e.g. themed e-flyers)</li> <li>• Ensure hoteliers / agents / local suppliers are adhering to contract commitments; taking action where required</li> <li>• Negotiate best rates with suppliers for all contracts / customer requests; ensure all contracts are filed properly</li> <li>• Discuss all journalist / staff visits, ensuring all associated costings sheets are updated with any incurred costs</li> <li>• Accurately load hotel contract details to agreed timescales, including prices and allocation</li> <li>• Approve or negotiate any stop sales, updating the system accordingly</li> <li>• Report additional costs owing to an ad hoc change in accommodation / services / holiday running below min. numbers</li> </ul> <p><b>Customer Focus</b></p> <ul style="list-style-type: none"> <li>• Manage all hotel queries in order to achieve minimal errors at booking level and minimise chance of complaints</li> <li>• Ensure CSQ scores of 85% or more in terms of overall holiday enjoyment</li> <li>• Produce notes booklets / route notes (including all feedback) within agreed timescales and CSQ scores of 66% or more</li> <li>• Ensure all pre-departure packs are available online and all information is relevant, accurate, and up-to-date</li> <li>• Analyse all CSQs and act as point of escalation for customer queries / complaints, providing timely responses / action</li> <li>• Manage group sizes for guided holidays to ensure max number of departures run within min numbers attained</li> <li>• Ensure any self-guided holidays attain min numbers (where required)—escalating at least 8 weeks prior to departure</li> <li>• Liaise with Customer Operations and Sales teams regarding any ad hoc itineraries in order to maintain product quality</li> <li>• Chase bookings with suppliers in order to facilitate customer booking confirmations within 24 hours (or less)</li> <li>• Understand customer holiday requirements / discuss options/ answer queries to ensure customers receive desired trip</li> <li>• Participate in “out of hours” support in order to promptly resolve issues with least disruption to customer enjoyment</li> </ul> <p><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Ensure all supplier records and contracts are properly filed and easily accessible by Product team</li> <li>• Develop relationships with hoteliers / suppliers to consistently drive “win-win” outcomes</li> <li>• Work closely with Customer Operations to ensure zero double-ups / oversights</li> <li>• Train and develop relationships with Customer Ops and Sales teams; ensure high level of product knowledge / service</li> </ul> <p><b>Health &amp; Safety</b></p> <ul style="list-style-type: none"> <li>• Work closely with H&amp;S Manager with regard to questionnaires, risk assessments, trip monitoring checklists, etc.</li> </ul>
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<b>Who are you?</b>	<p>You're a <b>product expert</b> who is <b>fluent in Spanish, French, or Italian</b> and a <b>star negotiator</b> with strong cultural awareness and interpersonal skills. You're a <b>meticulous proof-reader</b> with demonstrable working knowledge of MS Office, Publisher, and Quark. You're a natural organiser, communicator, and planner—and <b>you genuinely care about the details</b>.</p> <p>You're friendly and approachable, with an <b>ambitious attitude</b> and the ability to prioritise your workload whilst maintaining a <b>flexible and proactive approach</b> to your responsibilities, whether you're working autonomously or as part of a team. You're a <b>customer service champion</b> and impressive <b>problem-solver</b> with plenty of initiative—you handle difficult customers with grace and diplomacy every single time.</p> <p><b>A full, clean driver's license and willingness to drive overseas, as well as previous experience within the travel industry</b> are distinctive advantages—not to mention a passion for adventure travel!</p>
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