

Role Profile

Role title	Product Executive
Reports to	James Keane (Holiday Development Manager)
Department	Product
Working Hours	37.5 hours per week, permanent role
Location	Whitwell on the Hill, near York

A bit about Inntravel

This is an exciting time to take on a new role at Inntravel – a business benefiting from long-term investment to achieve ambitious growth targets, deliver digital transformation projects and retain its place as market leader in the self-guided walking holiday market.

Established in 1984, Inntravel is a widely respected, leading provider of ‘at your own pace’ self-guided walking, cycling and other activity holidays across Europe. Innovative, paying meticulous attention to detail, and delivering the highest standards of personalised customer service, a team of over 70 staff work from idyllic offices in rural surroundings near York.

Inntravel was for many years a family-owned business, and it retains a strong sense of independence and autonomy. Since 2008 the company has been an integral part of the well-established Hotelplan UK. The Hotelplan UK family of brands includes Inghams, Esprit, Santa’s Lapland and Explore Worldwide, all based in Farnborough.

Hotelplan Group was a founding signatory of the Glasgow agreement, which commits us to halving CO2 emissions by 2030 and reaching Net Zero as soon as possible before 2050. We are all stakeholders in this commitment and sustainability is a huge part of the decisions we make here at Inntravel.

A bit about the role

As a Product Executive you will play a key role in the administration and maintenance of something we’re very passionate about here at Inntravel - our holidays! You’ll work closely with our enthusiastic Holiday Development Managers (HDM) on a broad range of tasks to help make our award-winning holidays the best they can be for our customers.

Day to day you can expect to play a pivotal role in maintaining our close relationships and reputation with our suppliers, many of which we have sustained for many years. You’ll also keep our Sales and Customer Services teams informed about our new holidays and any changes to existing holidays.

We will also offer exciting opportunities to travel and assist in holiday research and development, so a passion for travel is essential!

What we expect from you

Supplier relationships and liaison

- Liaise with our suppliers on a wide range of commercial matters. Communications will include query and problem resolution; re-contracting and negotiating rates, allocations and services; information gathering, and sharing of customer feedback;
- Work with suppliers to investigate and resolve pre- and post-holiday problems, especially relating to supplier quality and contractual issues;
- Share customer feedback and quality scores with suppliers;
- Act as a trusted point of contact for suppliers with queries or matters to discuss.

Product administration

- Provide up-to-date information about itineraries and other holiday elements for use across the business. This includes working closely with Holiday Information and Feedback and Customer Services to communicate urgent product alerts and updates to current customers;
- Ensure that all supplier information (including contacts, details of facilities and services, and contract information) is kept up-to-date and distributed as necessary for use in the reservations system, intranet, promotional material, and customer documentation;
- Support the Product Data and Commercial team with the cost and itinerary information for holiday pricing, including the loading of cost data where necessary.

Holiday promotion and marketing

- Support in tasks such as brochure production, including reviewing the factual accuracy of brochure and website copy; liaising with partners and tourist offices to gather information and resources;
- Help to organise press, familiarisation and note-writing visits; attending customer-facing public events.

Product maintenance

- Assist with reviewing customer questionnaires, investigating and offering solutions to specific queries or problems.

Other responsibilities / general tasks

- Participate on Saturday rota, as requested at peak times;
- Provide support with out-of-hours issues (with participation on out-of-hours rota as required).
- Any other duty as required by management commensurate with the post

What you will bring to the role

➤ **Key Skills**

- Strong administrator, highly organised, and with an excellent sense of holiday logistics.
- Experience of product administration or operations with a tour operator an advantage.
- Fluency in one foreign European language other than English useful but not essential.

➤ **Personal Characteristics**

- Easy inter-personal skills with an ability to relate appropriately to suppliers, customers and colleagues
- Excellent communicator able to convey key ideas and information clearly and simply
- Very positive and self-motivated, eager to support others, and a good team player who works well under direction
- Able to handle numerous concurrent tasks and work under pressure to regular deadlines
- Able and willing to travel overseas (independently, if necessary)
- A passion for travel

Benefits of working for us

- 50% holiday discount scheme on holidays offered by any company in the Hotelplan UK group
- 25 days holiday a year (pro-rata) – rising by 1 day per year to 30 days after 5 years
- Opportunity to 'buy' additional holiday leave if you need more time off
- Bonus eligibility based on company performance each year
- Hybrid working environment
- A healthcare cashback scheme that allows you to claim back money on a number of healthcare costs
- Pension scheme and life insurance
- 2 volunteer days a year
- Sociable and friendly office environment including our own allotment and lunchtime exercise classes

Inntravel – inspiring individual discovery
Expertise through knowledge and experience
Respect for the places and people we work with
Embracing **individuality** and **creativity**
Trust through openness and integrity
Shared **enthusiasm** and **pride** in all we do

The fine print

This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements, and you will also be expected to undertake such tasks as are reasonable and relevant to the scope of the post. Job descriptions will be regularly reviewed to ensure they are an accurate representation of your role.