

Role Profile

Role title	Product Manager
Reports to	Head of Product
Department	Product
Working Hours	Work life balance is important to us and so we are open to discussion on flexible working patterns (minimum 4 days per week).
Location	Hybrid role with 2 days per week in our Inntravel office, Whitwell-on-the-Hill, near York

A bit about Inntravel

Inntravel is an award-winning travel brand with a big plan and a bright future. We are a well-established tour operator based in York, with a long tradition of developing and operating market-leading tailor made walking experiences.

Within Inntravel, the Product Manager plays an instrumental role in creating our holiday experiences. Through a thorough understanding of the self-guided holiday market, you will be able to draw on market and consumer insights, as well as relevant specialist tour operator experience to develop new and existing European product to enhance our portfolio.

You'll also help to ensure that we hit our company targets to halve our CO2 emissions by 2030 and be part of a business ensuring that we maintain our exceptional customer service scores.

A bit about the role

This incredibly varied role sits at the heart of the current, and more excitingly, the future customer proposition at Inntravel. From scanning the market for travel, consumer and competitor trends, to getting out on the road to visit destinations. You will assess both existing products and develop new concepts using your well-established industry network of contacts to stay up to date. Using all your insights, knowledge, and commercial awareness you will sit in a team that leads the business on our future strategy through regular planning meetings across Marketing, Commercial, Sales and Operations.

Being responsible for all our contract negotiations (including accommodation, transport and equipment) it is essential you have a keen commercial awareness and a sound interest in building mutually beneficial supplier relationships.

Once you've built and delivered our excellent product to Sales, you'll play a key role in educating the rest of the business about what it is exactly that makes it so special! The first step will be to ensure that all the route notes and descriptions are spot on – so a keen eye for detail is essential. And you'll work on brochures and marketing campaigns in conjunction with the Marketing team, provide a brief for all holiday content for our sales channels, deliver training to Sales teams on how to make these holidays irresistible to our high level of repeat customers, and ensure Inntravel product stands out in an ever increasingly competitive environment.

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You'll come with lots of ideas and suggestions on how we best position our product and improve our customer journey through both online and offline channels. And, you'll be able to handle all of this, for UK based and International source markets.

Inntravel is a small but rapidly growing business, and so there's potential to be involved in any number of additional business projects in addition to the core responsibilities of the role.

This role sits in a team of 4 other Product Managers and 4 Product Executives, and reports to the Head of Product.

What we expect from you

- A passion for designing product that delivers an excellent customer experience is essential. You'll have a keen awareness of this sector of the travel industry, and a ton of ideas on how you can further improve Inntravel's product portfolio to meet customer needs and capitalise on market trends.
- Collaboration is key to our success and you'll thrive on working alongside Commercial, Sales, Operations and our Marketing teams as part of your day to day. Your communication to stakeholders (internal and external) is clear, concise and effective and you deliver great outcomes in line with agreed deadlines.
- You care deeply about the sustainability journey that Inntravel is on, and will be able to work to a 3P bottom line (People, Planet and Profit)
- Able and willing to travel regularly overseas to develop and enhance holidays in any of Inntravel's destinations is essential.
- Ideally, you'll be fluent in at least one European language in addition to English.

What you will bring to the role

- Previous experience of working within a tour operator's Product or Commercial function is desirable.
- Able to handle numerous concurrent tasks and work under pressure to regular deadlines.
- Good inter-personal skills with an ability to relate appropriately to suppliers, customers and colleagues.
- Demonstrate a keen commercial acumen.
- Highly positive, creative and self-motivated, but you must be a good team player working to shared objectives.
- Highly flexible, 'can do' attitude - able to shift priorities in response to changing business requirements and new opportunities.
- Demonstrate a clear passion for travel (especially in Europe): the outdoors, European culture, traditions and heritage.

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

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- 2 volunteer days a year
- Sociable and friendly office environment including our own allotment as well as 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.