

Job Title:	Head of Product	Team:	Product
Reports to:	Product Director	Reporting in:	Product & Programme Managers

Explore

Explore is on a mission to regain its position as the leading small group adventure tour operator in the world. With 40 years' experience in operating unforgettable tours in all seven continents, we're huge believers that travel should be a force for good in the world. Sustainability has always been at the heart of what we do, as has the ethos of continual improvement. A trusted brand - Which recommended and a Feefo Gold Service Award holder - Explore prides itself on doing the right thing – by its staff, its customers, and the planet. Every member of the Explore team actively contributes to the company's success. There is a flexible and open working culture in which the entire team works together, striving for excellence, in a dynamic business environment.

Role – how will I be helping to create unforgettable adventures?

Every role at Explore is equally important. The Head of Product (**HoP**) will lead and inspire the team responsible for the creation and contracting of all our trips, generating ideas for exceptional experiences through to their fruition as small group adventures. Leading a team of Product and Programme Managers, who create worldwide adventures – be it a cultural experience, a bucket-list trek, a cycle ride through the back-roads of a little known destination or an amazing family experience, it's the role of the HoP to ensure that Explore trips around the world deliver our strategic vision, evolve the customer experience and live up to our values to #BeBetterThanYesterday. This role will be a significant contributor to making us the No 1 Brand in our sector again.

The HoP will work closely with the Product Director in building and delivering the strategic vision for Product. We're always looking for the next big thing and are continually seeking product innovation for new and existing trips.

As figurehead for the team, the HoP will be seen as an influencer and credible sounding board for commercial decisions across the business, and will create enthusiasm and excitement about our products throughout the company. This will involve working closely with various teams – such as sales, marketing and Business Intelligence, as we succeed in smashing commercial and quality targets.

Every company can talk about offering 'fantastic holidays', that's the easy bit. It is the role of the HoP to ensure that we match the talk with actions on the ground, and so you will be responsible for the on-going quality of our trips, always being aware that a great trip has to be a safe trip. This will see you working with the Senior Operations Manager to oversee health and safety protocols on tour. This will underpin all the decisions that you make and your expectations of the team.

A typical working day

It undoubtedly will be varied.

Leadership Management and development of the team is crucial for success. We have a fantastic team of Programme / Product Managers who are constantly working on a series of projects, overseeing the operations of their trips and then reviewing the quality levels of those trips which have operated. You will provide the focus, and direction and feedback

for the team and be responsible for overall team deliverables. Your role is to ensure everyone understands why their roles matter and impact the bigger picture.

Some time will be spent meeting with your team on an individual basis to check in on their well being, personal development and team objectives.

Operating profitable trips is important, and so working with the team and Business Intelligence you'll ensure that we always have the right product on sale at the right price to deliver the right margin

On any day, you may find yourself speaking to one of our overseas suppliers for a number of reasons. It could involve complex contract negotiations, a quality review or just an 'it's been a while since we last caught up' chat.

We have lots of data coming through about our trips; you will be tasked with analysing these reports and then working with the team to address issues, make improvements or learning from where we are excelling and then replicating those successes throughout. Working with the Customer Relations team you will be tasked with ensuring that complaints are minimised.

There will be times in the year when you are completing specific tasks – for example putting together a schedule for a product launch or working on training trips for the Explore team. On other days you'll find yourself dealing with the completely unexpected as you'll be a key member of the crisis team.

You will spend some time presenting our product plans or launches to the Explore wider team at our Company monthly meetings, everyone loves to hear how our trips are performing and what's on the horizon.

Am I the right person for this role?

We are looking for someone who has extensive travel experience, and has a deep commercial working knowledge of the small group adventure market. If you have worked as a Tour Leader in the past, that would be fantastic. A passion for sustainable travel, and a knowledge of what this means, is non-negotiable.

We operate in over 100 countries, and work with countless partners around the world, and so you must be able to celebrate diversity and be able to build great relationships with these world-wise partners.

This role would definitely suit someone who is curious, ambitious and quick to adapt. Change is a constant in the product sphere and so you should be someone who is able to objectively and respectfully innovate and challenge. You should be able to harness ideas that make sense, develop team members (at all levels), and have high and fair expectations of our business partners.

We're looking for someone who is able to bring new ideas to the table, is energetic, can influence people at all levels, a diplomat, an excellent negotiator and most importantly someone who gets things done. We welcome diverse thinking and people who can work out what doing the right thing is.

Usual requirements such as being someone who is both an independent thinker and a team player, and a person who can demonstrate a record of working to tight deadlines and working under pressure are essential traits for this role.

Whilst we work hard the company ethos is that we work in a place that is both positive and fun, and so it is essential that the successful candidate is able to fit into this environment.

The role will be a hybrid home/office working combined with overseas travel.

Benefits

Work life balance is important to us at Explore and so we are open to discussion on working hours. The role is full time 37.5 hours per week. We care about your output not when you do it. All we ask is that you come to the office 2 days a week for team meetings and to collaborate with others as and when we need you to. You will start with 25 days holiday

a year – this rises by 1 day per year to 30 days after 5 years with the company. You also get UK bank holiday. There is the option to ‘buy’ additional holiday leave if you need more time off

Pension scheme and life assurance.

Bonus eligibility based on company performance each year.

A 50% holiday discount scheme on holidays across the Hotelplan range. Everything from adventure tours to ski holidays.

A healthcare cashback scheme that allows you to claim back money on a number of healthcare costs – including dental treatments and optician costs.

2 volunteer days a year.

A bar and games room at HQ.

Rail season ticket loans available. Electric car scheme in the very near future with charging points at work.

We subscribe to the ‘Cycle to Work’ scheme.

Employment Assistance Programme – a 24/7 helpline offering practical and emotional support for a whole range of issues.

Bring your pets to work days.

The small 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.

Date of Description: 6th May 2022