

Job Title:	Product Manager - Americas	Team:	Product
Reports to:	Programme Manager - Americas	Reporting in:	None

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.

As a Product Manager at Explore you will create our unforgettable 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 holiday.

You'll generate ideas for exceptional experiences seeing them through to their fruition as small group adventures. It's the Product Manager's role to deliver sustainable, profitable itineraries which operate within our safety guidelines, continually innovating to ensure that Explore always offers market leading trips which exceed our customers' expectations.

You will manage a portfolio of tours within a specific geographical area and be (or become) the company expert for these regions; the successful candidate for this role will look after Central America and Mexico, as well as our tours in the UK.

A typical working day

It undoubtedly will be varied.

You will be in regular contact with our overseas suppliers for a number of reasons – you could be discussing on the ground delivery, talking about itinerary improvements, obtaining discounts for staff/press trips or just having an 'it's been a while since we last caught up' chat.

There will be times in the year when you are completing specific tasks – for example negotiating rates, setting dates/capacity, or putting together inspiring text for new tours. On other days you'll find yourself conducting competitor analysis, on boarding a new local partner, talking to a tour leader about on the ground operations or reviewing customer feedback and implementing changes to improve customer satisfaction.

You will spend some time training the wider Explore team on your portfolio of trips and from time to time you'll present at trade or customer events.

There will also be occasions when you get on the phone to customers – to answer pre travel questions or to talk about their experience on a recent trip.

On other days you'll find yourself dealing with the completely unexpected perhaps helping deal with an on-tour issue or as a key member of the crisis team. You will take on responsibility for the out of hour's duty phone on a rota basis.

Am I the right person for this role?

We are looking for someone who has extensive travel experience and has a good working knowledge of the small group adventure market. If you have worked as a Tour Leader in the past, that would be fantastic, but isn't essential. 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, whilst having high and fair expectations of them.

We have ambitious growth plans, and so a growth mentality is essential. The desire for continual improvement is built into the company DNA as we live up to our values to #BeBetterThanYesterday. This role would suit someone who is curious and quick to adapt as change is a constant in the product sphere. We're looking for someone who is able to bring new ideas to the table, is energetic, a strong negotiator and 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, delivering excellent attention to detail 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 some 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.

Social functions throughout the year.

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.

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 October 2022