

Job Title: Head of Product

As part of our continued success and ambitious growth plans, we are seeking a Head of Product to manage our small team of dedicated Product Managers. You will be working closely with the Product & Operations Director as well as the Heads of Sales, Operations and Marketing to ensure that we have a comprehensive and commercially viable product strategy whilst ensuring that our award-winning portfolio of small group tours and tailor-made itineraries remains amongst the very best in the industry. Applicants should ideally have experience of both group tour and tailor-made sectors and have significant knowledge and ideally first-hand experience of many of our key destinations. You should be a highly collaborative person as the position will involve multiple touchpoints with other teams in the company. You will also need to be a strategic thinker with the ability to input on 'bigger picture' plans, take them to implementation, and inspire your team to understand the goals and get their buy-in.

MAIN JOB FUNCTION

Management, Training & Representation

- Direct Management of a small team of Product Managers
- Review processes, IT systems, and structure to ensure we are working efficiently and effectively against our strategic plan
- Oversee the delivery of in-house destination training to all relevant team-members especially in regards to onboarding new joiners and following on from staff fam trips
- Co-ordinate external training from DMCs, representation companies, tourism boards and hotels
- Represent the company at B2B and B2C trade shows and events
- Participate in training events and overseas fam trips

Product Development and Strategy

- Product Manager role responsibility for a small number of our key strategic destinations (pending experience and knowledge)
- Oversee the creation and maintenance of all general country content and experiences on the website
- Work with the Product & Operations Director to ensure a comprehensive product and destination strategy is in place across our small group tours and tailor-made itineraries
- Keep up-to-date with industry trends, market conditions and destination-specific factors that may impact the availability, viability and pricing of tour services
- Ensure that set extensions and private journeys are pre-built and pre-costed in the system so as to drive efficiencies and increase revenue streams
- Manage any product content that appears on third party websites
- Include sustainability, social and environmental impact considerations in all aspects of product development
- Oversee all product-related action points that arise from client feedback, liaising with our Client Relationship Manager to ensure that all product descriptions and 'travel essentials' documents are accurately maintained and that any follow-ups with partners are managed appropriately

Contracting, Negotiating, Quality & Safety Control

- Establish a formal and regular review of all our DMCs to ensure we are working with the most appropriate partners in each destination. Assessment criteria to include cost, quality, safety, communication, turnaround times, incident management, complaint handling, responsible travel credentials and innovation



- Review and update DMC contracts and 'Partner Pack' to ensure our partners are aware of their legal obligations and our requirements regarding best practice
- Oversee competitor analysis, DMC onboarding, negotiation and the sourcing of shadow quotes

Collaboration, Marketing & Sustainability

- Provide Marketing with product and experiences to support their campaigns and activity, and liaise with them to improve in-destination branding
- Oversee all staff and journalist fam trips with regards to itineraries, costs and partner contributions
- Support our Head of Sustainable Travel on our B-Corp certification application/retention

KNOWLEDGE & SKILLS REQUIRED:

- Previous management of staff is essential as is at least five years' experience in a relevant Product-related role
- Group tour and tailor-made industry experience with significant knowledge and ideally first-hand experience of many of our key destinations
- Experience in negotiation, contracting, health and safety protocols and conducting risk assessments
- Experience in copywriting, proofing and image selection
- Good working knowledge of Windows OS and Microsoft Office packages.
- Any experience of having worked with our reservation system (Dhruv) would be beneficial
- Confidence and competence in public-speaking (for internal/external presentations, webinars and podcasts) would be highly beneficial also

About Wild Frontiers

Our purpose: To challenge perceptions and inspire connections

At Wild Frontiers, we believe sustainable and immersive travel can be a powerful force for good; breaking down barriers, dispelling myths and bringing people from different cultures and communities together. Through expertise and first-hand knowledge of our destinations, we aim to create thoughtful and carefully crafted itineraries, which will leave a long-lasting positive impact on both our clients and the people and places we are privileged to visit.



Company benefits:

Working for Wild Frontiers offers you the opportunity to be a part of a dedicated team that embraces the exciting opportunities that sustainable and immersive travel brings. Since our inception, we have brought together like-minded people who are passionate about our style of travel - venturing off trodden routes, supporting the communities we visit and helping to protect their precious environments, while offering our clients extraordinary experiences. While we work hard to maintain our own high standards, we have a lot of fun (with a few tall travel tales) along the way.

- 25 days holiday per year (additional days with long service)
- Flexible and hybrid working (Central London office)
- On-going training and career development
- Service sabbaticals
- Paid volunteering days
- Monthly social get-together events, summer and Christmas parties
- Cycle to work scheme
- A friendly and supportive environment
- Company pension (3% employer / 5% employee contribution)
- Staff travel / familiarisation trips to Wild Frontiers destinations
- Self-Investment Fund and Self-Investment Day

Diversity, Equality, Inclusion:

As an equal opportunity employer, Wild Frontiers encourages applications from people of all backgrounds, genders and ages, to bring together a team of passionate individuals who can work to help challenge perceptions and inspire connections - both within our workforce and the destinations we visit.

For more information please contact us, or to apply please send your CV along with a cover letter to:
marc.leaderman@wildfrontierstravel.com