

Job Title: Product Manager

We are seeking a Product Manager to join our Product Department at Wild Frontiers. With ambitious plans over the next five years, now is the perfect time to join our team to help steer growth and develop new and exciting adventure travel opportunities to some of the world's most fascinating destinations. This role is ideal for those who have experience as a Product Manager, or are currently in a Product Executive role and are looking for career development. The Product Manager role will report to the Head of Product.

Responsibilities:

Manage and own all tailor-made product for your assigned regions, including:

- Writing compelling product copy and loading products into the system, ensuring complete accuracy.
- Ranking products for use by the Tailor-Made Consultants.
- Maintaining product information within the system to ensure ongoing accuracy.
- Creating and managing web itineraries, ensuring pricing, inclusions, and itinerary content are accurate, commercially appealing, and customer-focused.
- Setting up and implementing new tailor-made destinations.

Own supplier relationships for tailor-made suppliers and the wider regional supplier portfolio, including:

Tailor-made suppliers:

- Acting as the primary point of contact for product, pricing, contracting, and health & safety matters.
- Maintaining regular communication and meetings with key suppliers to discuss new products, sales conversion, and any barriers to sales.
- Organising and coordinating sales training as required.

All suppliers:

- Managing and maintaining the DMC master list, ensuring complete accuracy at all times.
- Negotiating, implementing, and finalising supplier contracts.
- Managing the annual Partner Pack process and negotiating annual commercial agreements with suppliers.
- Leading (subject to experience) on planned supplier tenders across your regions.
- Ensuring supplier compliance with company branding standards across your regions.

Lead the creation and development of new group tours, including:

- Developing tour concepts, sourcing DMCs where required, conducting competitor analysis, and creating itineraries.
- Managing the pricing process, including requesting supplier quotations, evaluating costs, and ensuring pricing is competitive and appropriate for the market.
- Finalising and implementing new tours, including loading products into the system and communicating launches across the wider business.
- Supporting the review and refresh of existing group tours, where required, to optimise sales performance.

Coordinate journalist trips, including:

- Supporting the Head of Product in assessing and qualifying new journalist trip opportunities.
- Managing tailor-made journalist trips from start to end, including itinerary creation, liaison with journalists, and post-travel communication and feedback collection.

Other

- Represent the company at trade shows and participate in networking and media events.
- Participate in training events and overseas FAM trips.
- Contribute and assist in other areas of the company as required.

Knowledge and Skills Required:

- 3 Years minimum experience working in a Tour Operator is essential
- Minimum 1 year experience working in product management or minimum 2 years working in a product role with experience designing tour experiences and itineraries
- Knowledge and experience working with a number of Wild Frontiers' key destinations
- Ideally work experience with both group and tailor-made product
- Understanding of the Adventure Travel Market and the Wild Frontiers Brand
- Excellent copy writing skills
- Experience managing supplier relationships with excellent soft skills
- Ability to clearly convey ideas and information and actively listen to others
- Excellent attention to detail and organisation skills
- Ability to multi-task and work to deadlines.
- Self-starter and able to work as part of a team.
- Excellent verbal and written communication skills with an ability to always deal with clients in a professional manner whether by email, phone, or face-to-face.
- Good working knowledge of Windows OS and Microsoft Office packages. Competency with database systems.
- A passion for travel to Wild Frontiers destinations is essential.

About Wild Frontiers

Our purpose: To challenge perceptions and inspire connections

At Wild Frontiers, we believe responsible 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.

Joining Wild Frontiers offers you the opportunity to be a part of a dedicated team that embraces the exciting opportunities that travel can bring.



**Company benefits:**

- 25 days holiday per year (additional days with long service).
- Flexible and hybrid working (Central London office) with the expectation of 4 days/month in the office.
- On-going training and career development.
- Service sabbaticals.
- Paid volunteering days.
- Monthly social get-togethers and 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

tom.cranshaw@wildfrontiers.co.uk