



rayburntours



VENTURE ABROAD

Assistant Head of Product

Salary:	£40,000 - £48,000 dependent upon experience plus bonus scheme
Hours:	Full-time (37.5 hours per week)
Location:	Option for hybrid-working with a minimum of 3 days per week at our Head Office in Derby

The Role

We have an exciting opportunity for an Assistant Head of Product to join us and play a key leadership role within our vibrant and forward-thinking company.

We're looking for someone who is highly commercial, confident in negotiating with suppliers and experienced in managing product issues and challenges. Working closely with our Head of Product, you will support the management, development and delivery of our product portfolio across all three brands whilst helping to ensure the highest standards of quality, value and service across our products.

A key part of the role will be developing and maintaining strong relationships with our worldwide network of suppliers, negotiating contracts and securing the best possible products, rates and service standards for our customers. You will also take a leading role in resolving product and supplier issues, identifying solutions and working collaboratively with colleagues to minimise disruption and protect customer experience.

Within the business, you will work closely with our Sales, Operations and Marketing teams, ensuring they have the information, expertise and support they need to confidently sell and successfully deliver our tours. You will also support the Head of Product in managing, developing and motivating the Product team, helping to build capability and drive performance across the department.

The majority of our supplier communications are undertaken digitally; however, building strong relationships face-to-face remains incredibly important. Regular travel within the UK and overseas will therefore form an essential part of the role.

Other key duties include:

- Leading supplier negotiations and securing competitive rates, terms and service standards.
- Identifying, managing and resolving supplier, accommodation and product-related issues.
- Supporting the Head of Product with the day-to-day management and development of the Product team.

- Managing supplier information and data, providing analysis and insight where required.
- Identifying opportunities to develop and enhance existing and new products.
- Delivering training, mentoring and sharing expertise with colleagues.
- Undertaking destination and accommodation inspections where appropriate.
- Building and maintaining strong supplier relationships that support the safe, reliable and successful delivery of our tours.
- Monitoring product performance and identifying opportunities for continuous improvement.
- Supporting strategic product planning and departmental projects as required.

The Person We're Looking For

With a substantial portfolio to support and a wide variety of supplier relationships to manage, the ability to prioritise your workload effectively is essential. You will be a confident communicator, skilled negotiator and strong relationship-builder who enjoys working collaboratively with colleagues and suppliers to achieve positive outcomes.

You will have proven commercial awareness and the confidence to negotiate effectively, challenge appropriately and make sound decisions. You will be comfortable managing issues, resolving problems and taking ownership of situations when things don't go to plan.

Previous experience of managing, mentoring or supporting team members would be advantageous, together with a genuine interest in helping others develop and succeed.

Good analytical skills are needed to continually monitor product performance, identify opportunities and support informed decision-making.

You will have a positive, enthusiastic and proactive approach, together with a commitment to accuracy, attention to detail and delivering high standards of work.

This is an excellent opportunity for someone looking to take the next step in their career and play a significant role in the future development of our Product department and wider business.

Requirements

Key skills and experience

- Excellent verbal and written communication skills.
- Strong supplier negotiation and commercial skills.
- Experience of managing product, supplier or operational issues.
- The ability to use your own initiative and make sound decisions.
- Strong commercial awareness and the ability to identify opportunities.
- Proficient analytical and IT skills.
- Excellent attention to detail and organisational skills.
- Experience of supporting, mentoring or managing colleagues.
- Flexibility and willingness to travel overseas and within the UK when necessary.
- Full driving licence.

Beneficial skills and experience

- Fluency in French, Italian, German or Spanish.
- Experience in group travel.
- Previous Health and Safety auditing experience to assist with accommodation inspections.
- Experience of leading projects or departmental initiatives.

Benefits

- A basic salary of £40,000 - £48,000 (dependent upon experience)
- A bonus scheme
- 24 days holiday per year (increasing with length of service to a maximum of 27 days) in addition to all public holidays
- Contributory workplace pension
- Healthcare cashback scheme
- Cycle to Work scheme
- Flexible hybrid-working programme

How to apply

Feeling excited about the role and want to apply? We can't wait to hear from you!

Please send us your CV with a great covering letter introducing yourself and detailing:

- Your current role and salary
- Where you saw this vacancy advertised
- Why you are a suitable candidate for this position

Please email your application to recruitment@rayburntours.com



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