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| <b>Job Title:</b>      | <b>North America Product Manager</b>                                                                                                                                                                                                   |
| <b>Reporting into:</b> | <b>Head of Long-Haul Product</b>                                                                                                                                                                                                       |
| <b>Location:</b>       | <b>Hybrid working- Cambourne (office-based during the initial training period, followed by 2-3 days in the office and 2-3 days working from home each week (flexibility will be considered depending on the candidate's location))</b> |
| <b>Salary:</b>         | <b>Very competitive (dependent on experience)</b>                                                                                                                                                                                      |

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## **Help create extraordinary journeys across North America.**

With over 90 years of travel expertise, Premier Holidays is seeking an experienced Product Manager to develop and grow our USA & Canada portfolio. Working with leading hotel partners, tourist boards and suppliers, you will help shape the holidays our customers dream about while delivering strong commercial performance and innovation.

## **What you will be doing**

As a Product Manager at Premier Holidays, you will negotiate competitive rates and offers, track competitor activity, and develop strong partnerships with suppliers and tourist boards.

You will choose products for the relevant brochures, manage contracts, and collaborate with the Production, Commercial and Marketing teams to deliver work on schedule.

You will also keep the Sales and Customer Services teams informed and provide product training as needed.

## **About You**

You are an experienced product manager with expertise across the USA and Canada. You have a keen eye for detail, are prepared to travel when needed, represent Premier professionally, and build lasting relationships with trade partners.

## **Key Responsibilities**

- Build and manage relationships with Premier Holidays suppliers across North America.
- Monitor competitors and identify risks and opportunities within the product portfolio. Lead product development, seeking out new options to differentiate our product offering.
- Negotiate tactical offers with hotels, bed banks and DMCs to support marketing campaigns.
- Help plan and deliver marketing activity.
- Evaluate sales performance and booking patterns.
- Hold virtual and face-to-face supplier reviews throughout the year, covering performance, rates and offers.
- Assess and negotiate contract proposals and resolve any related queries.
- Lead product selection and pagination for the relevant brochures.
- Update Sales teams on marketing campaigns, advertising plans and product changes, delivering training when needed.
- Represent Premier Holidays at UK and international trade events.
- Secure revenue through overrides and supplier marketing contributions.

## **Knowledge, Skills and Experience**

- A minimum of three years' product management experience in the travel industry.
- Previous tour operator experience.
- Sound knowledge of product management, health and safety, commercial agreements, tailor-made itineraries and hotel offers.
- Demonstrable product management experience in the USA and Canada.
- Knowledge of luxury rail, cruise and aviation products is desirable.
- Excellent organisational skills and strong attention to detail
- Confident negotiation skills.
- A genuine commitment to developing and maintaining strong relationships.



- Ability to perform under pressure and meet demanding marketing and production deadlines.
- Clear, effective communication with people at every level.
- Proven ability to balance competing priorities.
- Willingness to travel during the year for trade shows, industry events and contracting trips.
- A knowledge of South/Central America is desirable but not essential.

## What We Offer

At Premier Holidays, people are at the heart of our success. We are proud of our supportive culture, long-serving team and collaborative way of working. This is a role where you will have genuine influence, build industry-leading relationships and have the opportunity to travel and develop your expertise in one of the world's most exciting destinations.

## In addition to a competitive salary, we offer:

- Generous discounts on your own holidays (plus reduced rates for friends and family!)
- Annual company profit share bonus.
- 25 Days Holiday plus UK Bank Holidays.
- After completing one years of service, benefits include a Death in Service payment of 3x salary, Income Protection, and Private Medical Insurance.
- Working from home 2-3 days per week. (flexible depending on location)
- Work laptop and mobile phone.
- Standard Life Pension: 5% Employer Contribution, 3% Employee.
- Regular social events: Summer Party, Christmas Party, Quiz nights, brochure launches and a social fund to spend on team building events.
- Become part of the Premier family and experience a supportive company culture that fosters teamwork and cross-department collaboration.
- Be a person, not a number! We value all of our employees and strive to create an inclusive and welcoming work environment.
- Free onsite Parking.
- Annual Volunteer in your Community Day.

## Working hours

We are looking for someone who can offer flexibility in their working hours due to the nature of this position. While the core hours are 37.5 per week, Monday to Friday, 09:00 to 17:30, the role follows a hybrid working pattern of three office days and two homeworking days per week. Some flexibility around the office days may be considered depending on the candidate's location. The role also requires the ability to travel within the UK and overseas and attend events outside of these hours when necessary.

## About Premier Holidays

With a proud history spanning **90 years**, Premier Holidays is an independently operated specialist tour operator with a team of around 100 people.

We create **tailor-made holidays** across a wide range of destinations, including **Asia, Arabia, the Indian Ocean, Southern Africa, Australia, New Zealand, USA & Canada, the Channel Islands, Isle of Man and UK islands.**

Our reputation is built on **destination expertise, personal service and creating memorable, tailor-made holidays.**

**We are a company people stay with,** more than **50% of our employees have been with Premier for over 10 years** – something we are incredibly proud of.