

# **PRODUCT MANAGER – ONLINE TOOLS (OTS)**

The role of the Product Manager (Online Tools) is to lead the implementation, utilisation and development of online tools at Travel Places. You will be responsible for optimising both the client experience and the commercial opportunity for Travel Places, from online tools used for booking and managing travel, together with client portals and management reporting.

Reporting to the Joint Managing Director, you will become the expert for Travel Places' online products, combining industry analysis, Travel Places data, end-user feedback and development knowledge to contribute to the company's vision and strategy.

The scope of the role will include:

- Implementation of a new online booking tool into Travel Places
  - Project management of the implementation
  - Appropriate deployment into customers
  - Defining/managing the ongoing support of online bookings
  - Utilisation of the booking tool by internal agents
  - The ongoing development of the product
- The management/transition of existing or additional online booking tools
- The promotion and development of TP Connect, our client facing portal
- The development of client management information reporting, for travel and sustainability
- Support the implementation of CRM tools where they integrate with the client tools above

## **The Individual**

The right candidate will be:

- Confident working in a fast-paced, complex technical environment
- A team player, with the ability to work independently
- Capable of working with travel technology providers and senior internal stakeholders
- Process driven, able to build a clear understanding of the end-to-end journey of a booking, from booking reservation to invoice and payment, and reporting.
- Organised and goal oriented; familiar with building project plans using clear timelines, managing competing priorities and the achievement of targets
- An excellent communicator, able to simplify, explain and present complex topics in a compelling and understandable way to internal and external stakeholders
- Commercially astute and analytical, maintaining a clear picture of the commercial opportunity from each online tool

## **Travel Places Vacancy**

- Relationship-oriented and a problem solver, inspired by the opportunity to collaborate with diverse teams to get things done
- Strategic, with the ability to think through big-picture issues, coupled with excellent execution skills capable of getting things done in a fast-paced, environment

## **Your Experience**

The experience that will underpin the right candidate includes:

- Minimum of 2-3 years' experience managing travel technology products including a minimum of 2 years managing online booking tools
- Experience of release management and testing
- Demonstrable experience within a travel technology environment, with a clear understanding of the role played by the GDS, PNRs, mid/back-office applications, the use of APIs etc.
- Project management experience, ideally driving change / introducing a new tool
- Experience of working in a matrix fashion, collaborating with managers and stakeholders across different departments to achieve the business goals
- Experience of taking commercial accountability
- Excellent written and verbal skills

## **The role**

As a new role within Travel Places, there is considerable scope for flexibility on how the role is implemented and develops.

The primary requirement of the role is the delivery of a new online booking tool, managing its implementation within Travel Places and the launch to key clients.

The role then has significant scope for growth, with the potential to take responsibility for:

- The online booking tool support function
- Client portal development
- Client management reporting
- The Business Agents & Solutions team (BAS), responsible for delivering improvements across the agent's technology landscape

## **Working at Travel Places**

Travel Places is based in Worthing where we have a strong team culture. Staff are enabled to work from home appropriately, and we embrace flexible working practices that enable us to keep talent within the business.