



## Product Executive Hotels

To building successful relationships in identified areas for JacTravel Groups, in co-ordination with the management of the department.

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**Job Title:** Product Executive - Hotels

**Reporting to:** Regional Contracts Manager/Head of Contracting

**Department:** Groups

**Primary Location:** London, Edinburgh, Palma or Remote

## About Us

We help travel businesses grow through destination expertise. Working with international clients in the travel trade, we develop new touring programmes, improve existing ones or boost turnover by providing accommodation, attraction entrances, catering, guiding and transportation in our destinations at a leading rate. JacTravel was established in 1975 so are long term specialists in England, Scotland, Wales and the island of Ireland but have now expanded into France and other key destinations in mainland Europe.

## Our Culture

We have passionate travel experts based in our offices in Edinburgh, Dublin, London, Palma (Mallorca) and Cluj (Romania) but also working remotely throughout the world. We're very proud of our diverse team. Since 2017, JacTravel DMC has been part of WebBeds, one of the world's leading providers of accommodation distribution services to the travel industry, and so there are more than 50 different languages spoken throughout the entire company.

Working at JacTravel means mixing with colleagues and clients throughout the world, coming into close contact with the best travel experiences that our destinations have to offer and playing a vital part in the future of inbound tourism. We think our working culture reflects this – in the offices we are smart casual, hybrid working models are encouraged to suit each individual employee and we make an effort to fit our work around people's home lives. Achieving a fair work-life balance is in our nature.

## Job Purpose

To place ad hoc groups buying in defined regions.

To work on and manage gaps buying in defined regions.

To work towards ensuring the department is buying at the best possible rates to maximise margins.

To manage carefully, all Re-use (RU) space, liaising with the Sales & AD teams to ensure maximum usage and releasing unsold space back to the hotels in a timely fashion, which supports the wider relationship.

To negotiate and secure the best working commercial Terms & Conditions, in line with our sales offering to clients.

To provide Admin support to the Product team as required.

To vary duties to contract across our product portfolio (e.g. hotels, restaurants, guides and coaches) if needed.

## Key Responsibilities

- To place qualified group requests and to ensure that the right product has been offered at the best possible rates
- To improve supplier relationships by representing the company at appropriate supplier events
- Working with the RCM (Regional Contracts Manager) and Head of Contracting to collate, manage and maintain the key events calendar
- To work with the RCM and Head of Contracting to collate pre buying series dates for key clients in key locations
- To send options, confirmations, amendments and cancellations to suppliers and follow up where necessary ensuring paperwork accurately reflects requirements
- To ensure maximum usage of allocation and RU space is being implemented where relevant
- Attending familiarisation trips, networking events, trade shows and supplier meetings in order to enhance existing supplier relationships as well as create new relationships
- To arrange visits to allocation and other key hotels as required ensuring that all staff are aware of the product
- To understand the needs of the clients and the markets in which the company is operating, obtaining this information through discussions with colleagues
- To work with your Line Manager and Groups Support to create, manage and distribute booking updates/reports to active hoteliers in Scotland, both allocation and ad hoc hotels
- To negotiate and book space to be sold for events where the department is pro-actively

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promoting a date for group travel, or a series, and to manage this space

- To take a proactive reaction to issues/errors such as book outs and present to your Line Manager a solution for consideration
- Assisting with training for new joiners to the business, along with refresher training / cross training where needed

## About You

### Essential

**Qualifications & Knowledge:** Strong negotiation skills. A solid working knowledge of Microsoft Word, Excel and Outlook. Highly accurate with an excellent attention to detail. Well-developed written and verbal communication skills. Professional approach to work. Full clean driving license. Able to travel at short notice.

**Experience, Skills and Behavioural Requirements:** Previous contracting experience ideally within a tourism/tour operator background. Strong team player but comfortable working on own initiative. Approachable and positive individual with a 'can do' attitude.

### Desirable

**Qualifications & Knowledge:** Knowledge of the inbound tourism industry. Key contacts within the UK tourism industry / hoteliers.

**Experience, Skills, and Behavioural Requirements:** Experience working within the travel industry. Fluency in an additional European language would be desirable.

## What we can offer you



Flexible hours



Hybrid working



Travel benefits



Birthday day off



Up to 25 days annual leave (excluding bank holidays)



Learning and development opportunities



Health and wellbeing support including enhanced parental leave and Employee Assistance Programme



Family and Friends discounts on Hotel and Flight bookings



Long service awards



Company-funded staff social events



Pension scheme