



**Role Title:** Product Development Executive

**Department:** Coop Holidays, Travel

### About the role

Coop Holidays are looking for a Product and Development Executive to join their team.

Coop Holidays are the in house, and own brand tour operator for Your Coop Travel.

This full time role reports directly to the Sales & Marketing Manager and encompasses having responsibility for developing, managing and maintaining the product suite and portfolio including but not limited to distribution systems, pricing and yield, commercial relations and delivery of offers.

The post holder will identify and recommend future commercial opportunities and improvements working with both internal and third party providers to define, develop and implement new product.

Knowledge of the travel industry is essential, and the successful candidate will need to demonstrate a passion and enthusiasm to learn, be able to provide a professional level of customer service dealing appropriately with confidential and sensitive information and a flexible approach towards managing time and tasks.

Occasionally situations may arise that require the post holder to perform other duties or assignments as may be reasonably requested by the Management Team.

### What you'll be doing

- Be able to source and promote new offers and content for use via promotional material, mailshots, and other channels.
- Keep updated on latest products and offers both internal and external.
- Monitor sales and recommend re-active and pro-active business decisions to drive sales of product

- Identify training requirements within the business, and assist with delivery of the same sourcing or producing appropriate documents to address knowledge gaps
- Provide basic technical support, working with 3<sup>rd</sup> party technical suppliers to log, monitor and resolve issues.
- Assist in defining future commercial opportunities to plan, co-ordinate and deliver new product development projects.
- Load, check and manage hotel contracts in stock system
- Ensure the existing product range meets the evolving requirements of the business
- To assist with any departmental tasks and business opportunities that may arise on an ad-hoc basis.
- Perform a general ambassadorial role for the company in relation to all external contact where appropriate and when requested taking a lead role in commercial negotiations with suppliers.

In addition, all employees are expected to work within the terms of their contract of employment and adhere to Society policies and procedures.

### About You

- Demonstrates commitment to high standards.
- Self-motivated.
- Effective prioritising, planning, organising, negotiating and influencing skills.
- Positive approach to change
- Innovative and creative
- Ability to work on own initiative and prioritise workload.
- Provide accurate, clear precise information.
- Flexibility with regard to working hours and patterns.
- Excellent numeric skills
- Excellent written and verbal communication skills
- Excellent IT skills (competence in office)
- Previous experience of dealing with travel systems
- An understanding for the need of confidentiality and data protection
- Acts to deliver long term sustainable customer satisfaction.
- Promotes the Co-operative brand to gain customer recognition.
- Project a professional attitude
- Strong customer focus and a commitment to quality and service
- Demonstrates tact and diplomacy.
- Appreciates the importance of attentive listening in customer relationships.

## Scope

Reports to: Sales & Marketing Manager, Coop Holidays

Direct reports: none

Manages budgets: no

Contacts (internal/external):

Internal: sales teams, support services, commercial and marketing.

External: suppliers,