

Job Description: Product Support Manager – 12-month cover

Reporting to Head of Product

Salary: Dependent on experience

Closing Date: 6th June 2025

Overview

Join us as a Product Support Manager, where you'll lead a small support team that underpins the delivery of our product portfolio across our website, brochures, and internal systems. A key part of your role will be to manage the timely delivery of our brochures, ensuring key stakeholders are aligned and deadlines met. This role is ideal for someone highly organised, commercially aware, and experienced in managing operational workflows within a product team environment.

Your proactive approach and collaborative spirit will make you a key contributor to the success of our Product department.

Role

As a Product Support Manager, you will oversee the execution of core product support functions while optimising processes, mentoring your team, and ensuring alignment with the company's product strategy. From managing brochure timelines to coordinating content for the sales team and building strong relationships with key partners, your proactive approach and collaborative spirit will make you a key contributor to the success of our Product department.

Key areas of responsibility

- Lead and manage a team of Product Support Executives and Assistants.
- Manage the production cycle of brochures, liaising with key stakeholders within the business, managing timelines and ensuring timely delivery of our products portfolio.
- Collaborate with Product Managers to ensure timely and accurate delivery of content across brochures, website and relevant departments.
- Own and optimise internal processes for collateral across platforms and departments.
- Coordinate competitor analysis and customer feedback, producing clear, actionable reports to inform and support product decision-making.
- Represent the Product Support function in internal and supplier meetings.
- Act as the first point of contact for Operations and Sales teams regarding product support queries.
- Escalate operational issues or delays to the Head of Product and contribute to process improvements.
- Carry out additional duties as reasonably requested by line management

Who are we looking for

As our Product Support Manager, you will bring a customer-first mindset, strong communication skills, and sharp attention to detail. Working in a fast-paced environment, you will have a passion for travel and combine excellent organisational abilities with a drive to streamline process and enhance the operation efficiency of the Product department.

In addition to this we are looking for someone with the following experience and qualities.

- 3+ years' experience in a product or operations role within the travel industry
- Prior experience in managing a small team
- Strong project management with ability to work to tight deadlines
- Highly organised and detail oriented
- Ability to communicate effectively with internal and external stakeholders
- Strong literacy and numeracy skills.

- Ability to work on own initiative as well as work closely with other team members
- Strong problem solving and decision-making skills

Desirable

- Experience in brochure production and copy writing
- Proficiency in Excel formular desirable
- Awareness of Health & Safety standards in the context of travel products