



PRODUCT MANAGER – UK/SPAIN

The Luxury Villa Collection is a boutique travel agent offering hand-picked luxury villas, haciendas and private estates for self-catering rentals in Spain.

As Product Manager, your role is pivotal in growing the business in line with the company vision and values, ensuring we continually offer the highest-quality Spanish villas and experiences to our discerning clients.

Reporting to the General Manager, you will be responsible for contracting new properties and experiences in one of our core destinations, while ensuring existing product continues to align with our standards. You will work closely with the reservations and marketing team to ensure accurate and effective promotional campaigns, and you will provide close support to the Guest Experience Team to ensure our clients' stays run smoothly.

You will bring bags of creativity and a visionary, yet methodical brain – capable of pinpointing the wow-factor of a place and communicating this through beautifully written descriptions, while making sure the contracts are accurate and up to date.

KEY PRODUCT MANAGER DUTIES

- Work closely with the General Manager to pre-approve new villas and experiences against key benchmarks and growth plans
- Carry out listing visits, noting features and facilities with attention to detail
- Move new product through the onboarding process in agreed timeframes
- Negotiate prices and terms with suppliers before securing contracts
- Continual review of website and client communications to ensure 100% accuracy
- Oversee annual price & service-level reviews, analysis of booking & enquiry data, competitor analysis and make proposals to maximise company performance
- Maintain close relationships with suppliers, finding creative ways to help foster loyalty, create special offers/promotions, present villas to the highest standards and enable swift troubleshooting
- Write creative descriptions for the web and accurate factsheets to inform marketing and reservations
- Brief new photo shoots to capture the 'wow factor' of each property/experience
- Provide updates/training to Marketing & Reservations to help generate sales and inform them of commercial changes

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- Monitor the quality of product on sale and support colleagues with any issues which may arise, assist with escalated customer complaints
- Maintain accurate SOPs and guidelines covering the department's key tasks.
- Capture content for Social Media when visiting villas and destinations
- Work closely with the Product Assistant to ensure CRM, booking systems and website are 100% accurate at all times

REQUIRED SKILLS

- Ideally, you will have experience in a Product- or Quality Management role in within luxury travel, with an understanding of agency contracts & legal issues
- You will be a proven creative writer, capable of expressing the 'wow-factor' of the product in a way that also demonstrates a sound understanding of SEO
- You have a natural love of Spain, with excellent geographical knowledge and an insight into the locations most sought by luxury travellers
- You will keep your finger on the pulse of new destinations, venues and experiences and find ways to help share this with our clients.
- You'll know your IKEA from your Roche Bobois and might consider yourself a bit of an art & antiques buff!
- Your excellent people skills and life experience mean you are comfortable dealing with UHNW villa owners to negotiate contractual terms and address quality issues to a resolution
- You feel comfortable working alone and managing own workload to meet targets
- Mac computing, Gmail and Microsoft Word & Excel are essential team tools that you will become proficient at using
- Accuracy and attention to details, with a good understanding of contracts
- You will be highly numerical and literate, fluent English, preferably also speaking Spanish

DETAILS OF ROLE

This role is ideally suited to someone living in Spain in one of our key destinations (existing or planned) who is registered self-employed in Spain. It offers a flexible timetable based on a standard 40-hour Spanish work week and we include an additional 28 days annual leave, a generous lifestyle package and annual bonus scheme.

Travel is required throughout Spain for up to 7 days at a time, possibly at short notice, with accommodation and expenses covered, along with other opportunities to travel to international events and conferences.

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