

### **Product Administrator**

**Location:** Newcastle Upon Tyne (with the opportunity to work from home one day a week)

**Salary:** £24,570 - £27,000

**Hours:** Mon to Fri 09:00 to 17:30

**Contract:** This is a **12-month, full time fixed term** contract to cover an employee on maternity leave - likely with further development and extension opportunities in the same role or elsewhere in the business following the 12 month period

**Closing date:** 31st March 2025

*"I've been a part of the team here at Skedaddle for 13 years and I still love coming to work. The Product Team see the whole process of putting a holiday together, from an idea or suggestion for a new destination or route, right the way through to receiving customer feedback (with all the planning and prep work in between). It's so rewarding when our customers tell us about all their incredible experiences and memories, made possible by all of the work we put in behind the scenes. It makes all the hard work worth it and it motivates us to keep developing inspiring holidays". **Kay Cliffe, Product Manager.***

### **Our business...**

For almost 30 years we have had one simple mission: to inspire as many people as possible to travel by bike. We believe there's no better way to really experience a place, its people and its culture.

From our offices in the UK, Spain and Italy, to our guides and partners across five continents, we are one caring and passionate community built on enthusiasm, support and of course, having fun! We are looking for active people who want to make an impact in a growing business, delivering an excellent service and fantastic products you can be proud of.

Like all the best bike rides, the journey at Skedaddle can be fast paced and challenging, with changing scenery rewarding you with a sense of satisfaction and a smile on your face. If we sound like your kind peloton get in touch.

### **Our role...**

Reporting to our Product Manager you'll be providing administrative support throughout our product development cycle. Alongside our experienced product team, you'll be tasked with maintaining holiday information (both external and internal), commercially and fairly pricing up our holidays with a keen eye for accuracy and consistency and helping with various projects as needed within the Product team. The position will also contribute to the creation of our brilliant holidays from concept right through to launch, supported with data collection and analysis to inform our strategy and decisions.

**Although a fixed-term contract for maternity cover, there will likely be further development and extension opportunities in the same role or elsewhere in the business following the 12 month period.**

**Responsibilities will include...**

- Assisting with the admin for our existing holidays ensuring updates are made according to internal deadlines
- Working with the product team to ensure our holidays are priced both commercially, and fairly
- Producing market research and competitor analysis in line with our product strategy and market changes
- Reporting on the performance of Skedaddle's holidays to support the development of an optimal range of holidays
- Collecting and processing operational holiday information to update internal resources for our customer experience team
- Helping to produce inspiring and informative resources for our customers
- Ongoing training and development of product knowledge
- Helping to collect, co-ordinate, present and analyse feedback with a view to developing the product and Skedaddle experience.
- Contributing to developing our approach to responsible travel and carbon reduction targets.
- Actively using the principles of responsible travel and our policy in decision making and reviews of product.
- Using various navigation apps and software to check routes and tour information to ensure accuracy and consistency.
- Supporting on other activities and projects as required.

While this role focuses on our product, there may be a requirement to help out with all areas of Saddle Skedaddle's work.

**You will have...**

- Great attention to detail
- IT skills with experience of using excel
- The ability to write on-brand customer-facing information
- Good communication skills
- The skill and ability to work under pressure and manage time to meet deadlines
- The ability to develop product knowledge with an understanding of product development
- An analytical approach and the ability to use initiative
- A proactive approach to analysis, reporting, price changes and product advancements
- The capability to work well in a close team, while still being personally accountable for what you deliver

- An action orientated and professional approach, working well with responsibility
- A caring and passionate focus – with the motivation to make a difference
- A future focused attitude that aims to meet the visions and goals of Skedaddle
- Ideally some office-based work experience
- Active travel industry experience (desirable)
- A passion for active travel, adventure and cycling

#### **What we can offer you...**

- One fully paid staff trip a year to experience a Skedaddle holiday
- 20% discount off further trips, including for your close friends and family
- Opportunities for flexible working
- Training and development to support your personal growth
- Discount off food and drink at our onsite café, [The Cycle Hub](#)
- Access to company bikes
- Discounts on bikes, parts, accessories and kit
- Informal office environment with bike storage, staff kitchen, hot drinks, casual dress and the best view in Newcastle!
- 23 days holiday per year plus Bank Holidays
- Annual salary reviews
- Company pension scheme

As a global company we know the value of embracing a wide range of cultures, viewpoints and experiences. Building an inclusive team that embraces individuality allows everyone to be themselves, be happier and do better work so we welcome diversity in all its forms.

#### **Interested?**

If so, then please send a CV and covering letter to [kay@skedaddle.com](mailto:kay@skedaddle.com) or call **0191 265 1110** for a confidential chat with one of our fabulous team!