

## Manager, Venue Management Product Development & Optimization (18month FTC)

### Role Description:

Product Manager, Venue Management Development & Optimization primary objective is to deliver the P&O Cruises, F&B development strategy that affirms P&O Cruises as the #1 holiday choice.

The role is an 18 month FTC (Fixed Term Contract) and sits within the F&B Product Development team, who are responsible for the design, development and commercial aspects of the food and beverage product across P&O Cruises. The team specialize in supporting the current fleet with new product development and product lifecycle management whilst leading the design and concept creation for refits and new builds.

This role will support the development of our F&B venue management system, which includes our restaurant reservation system and restaurant virtual queue, which will need to be seamlessly integrated into our guest booking application (MyHoliday) and pre cruise reservation system (MyCruise). The role will work closely with our technology teams who work in an agile environment.

Product Manager, Venue Management Development & Optimization will be the F&B subject matter expert (SME) for our venue management system, whose key responsibilities will be to shape and support all new feature development to drive optimization. This role will act as our SME, with a complete understanding of the venue management system and how this impacts the guest journey whilst ensuring efficiency and effective outputs for the operational department. The successful candidate will have a pro-active, hands on approach to driving future development.

The role will add significant value through system development and optimization, strategic development and performance analysis enabling us to drive operational efficiencies whilst improving guest experience and commercial return.

Venue Management, My Cruise and My Holiday are interdependent systems and development must be strategic and aligned to enable system optimization. The role will review and determine how F&B technology systems can continue to evolve to effectively support the guest journey and maximize revenue generation. Future development is integral to increasing the available product range, providing continued improvement to the guest experience, and creating additional revenue opportunities. Further integration with wider systems such as POS and QSR will enable improved data analysis allowing process improvements and optimization.

The role will also look holistically at how technology can enable new dining booking capabilities on board Arvia our newest ship, whilst supporting our future brand dining strategy. The role will be key in driving new feature development.

The role will work notably but not exclusively with a multitude of teams and stakeholders including but not limited to Technology, IT Product Manager, Brand, F&B & Culinary Development, Guest Experience Operations, Fleet and Finance.

A primary interface will be into the Technology team, the IT Product Manager and Guest Experience Operations team who are responsible for the operation and consistent delivery of P&O Cruises food and beverage proposition.

The role will be primarily located in Southampton with up to 25% travel requirement.

<b>RUI:</b>	2770	<b>Grade:</b>	CUK07
<b>Directorate:</b>	P&O Cruises, Brand and Product Directorate	<b>Reports to:</b>	Director of F&B
<b>Function:</b>	Brand & Product Development	<b>Team:</b>	Brand & Product
<b>Direct reports :</b>	<b>Job Titles &amp; Level</b>		

## Accountabilities:

- Serve as the venue management (xline restaurant reservation system and virtual queue) subject matter expert by leading the venue management roadmap, timelines, and critical milestones.
- Understand and own the product development strategy of dining and virtual queuing for F&B for P&O Cruises
- Ensure in depth understanding of the details to determine what works, what does not and what success looks like, be hands on, deep dive into all key processes and resolve challenges.
- Serve as the primary point of contact and liaison between technology, product development and GX/operations.
- Coordinate new feature development and ensure it is included in the wider technology roadmap and sprints.
- Deliver consistent and timely communications regarding project status, new feature development and implementation.
- Advocate for continuous product improvement to meet and exceed guest experience expectations.
- Creates product roadmaps, functionality documents, project plans, business cases, and presentations.
- Manage collaboration with technology and GX/operations teams for design, testing, training, and implementations.
- Identify key decision points and ensure necessary actions are completed to maintain timelines.
- Facilitate documentation and execution of a defined testing and training plan with the relevant stakeholders.
- Document and track issues to ensure timely delivery of resolution.
- Encourage and maintain open and transparent communication, rapport, and cooperation with all parties.
- Manage and approve all key decision impacting the functionality of the system

## HESS Responsibilities

- Lead by example by taking care of the health and safety of yourself and others, following safety rules and procedures.
- Report all accidents, 'near miss' incidents and work related ill health conditions to your manager and to the Facilities department.
- Use work equipment, personal protective equipment, substances, and safety devices correctly
- Take part in safety training & risk assessments and suggest ways of reducing risks.
- Actively encourage and promote safe working in the team(s)
- Demonstrate safety leadership in accordance with the safety behaviours.
- Ensure all areas of responsibility meet with legal and regulatory control

## Scope:

### Problem Solving:

- Aptitude for engaging a team to critically review and re-engineer existing products, processes, systems and methodologies, being innovative in developing solutions and disciplined in their implementation. Consistent in delivering robust sustainable improvements.

### Impact:

- F&B Venue Management Development and Implementation – developing a strong road map for F&B venue management and ensure successful utilization of the system onboard for both guests and crew.
- Commercial Responsibilities – responsible for understanding the product mix and revenue streams, enhance the customer experience and driving positive commercial return.
- Strategic Development – Developing road map for venue management for an engaging and profitable dining and beverage product selection for our guests with compelling marketing, while driving innovation and identifying revenue opportunities.

### Leadership:

- Work collaboratively to understand requirements and devise innovative solutions for the P&O Cruises food and beverage technology development strategy.
- Focus on P&O Cruises F&B technology strategy, providing unambiguous clear direction and ownership whilst being a subject matter expert in this area, achieving overall objectives and the vision for the end-to-end guest journey.

# Job Description

## Demonstrable Behaviours:

- Strong leadership, influencing, and communication skills.
- 'Can do' attitude, committed, and motivated with a high degree of pragmatism and resilience.
- Ability to influence others with a flexible, politically astute and diplomatic working style.
- Strong analytical, problem solving and decision making skills.
- Ability to lead and work as part of a cross functional team.

## Skills/competencies required:

### Qualifications – essential:

- Strong educational background, degree or equivalent in a relevant field/subject.

### Knowledge/Experience – essential:

- Minimum 2-3 years of technology product.
- Familiarity with restaurant booking system platforms is preferred.
- Strong attention to detail with the ability to produce high-quality deliverables.
- Excellent communication skills, both written and verbal.
- Strong attention to detail with the ability to produce high-quality deliverables.

### Qualifications – desirable:

- Associates Degree in a hospitality or technology-related field or equivalent experience

### Knowledge/Experience – desirable:

- Experience working with the hospitality industry is preferred
- Knowledge of restaurant booking system programs and familiarity with hotel/restaurant/hospitality operations
- Understanding of product roadmaps and their impact on technology strategies
- Proven ability with requirements gathering, development, QA, project management, and implementation processes
- Strong knowledge of the competitive landscape in the Food and Beverage segment
- A background in design, ideally with hands-on UX design experience

### Issue Date:

October 2021

### Issued by (name):

Lukas Campestrini – Director of F&B

### REWARD ONLY

Grade: CUK07

RUI: 2770

Date Approved: 16/11/2021 Initials: CM