

# Data Product Owner



*Location: London, UK*

*Department: Technology & AI*

*Reporting to: Head of AI Products*

*Contract Type: Permanent*

## Do you want to create memories that last a lifetime?

Tour Partner Group is a leading B2B Destination Management Company (DMC) specialising in travel experiences across the UK, Ireland, the Nordics, and the Baltics. With offices in London, Edinburgh, Dublin, and Copenhagen, we bring together over 300 destination specialists, designing unforgettable travel experiences for Groups and FIT, as well as curated MICE programmes under our dedicated brand, **Horizons by Tour Partner Group**.

At **Tour Partner Group**, we believe in responsible travel, continuously challenging ourselves to elevate our standards and ensure that every journey we create leaves a positive impact on both people and the planet.

## About the position:

We are looking for a passionate and dynamic **Data Product Owner** to join our team in **London**. In this role, you will own TPG's data strategy and be accountable for transforming how data flows through our organisation. You will lead the Snowflake migration, establish Master Data Management (MDM), and create the data foundation that enables every other transformation initiative – from AI-powered quoting to real-time operations dashboards. You will work as part of a **collaborative, international team**, creating memories that last a lifetime for our clients and their customers.

## Your responsibilities:

As a Data Product Owner at Tour Partner Group, your key responsibilities will include:

### Data Strategy & Roadmap Ownership

- Own the Snowflake roadmap and data strategy
- Translate technical Snowflake work into measurable business outcomes
- Prioritise data pipeline development and data model iterations through structured backlog management

### Data Governance Leadership

- Establish and chair the Data Governance Council with business data owners from Commercial, Operations, and Finance
- Define and implement data governance framework including quality rules, ownership, and lineage tracking
- Ensure GDPR compliance and data privacy requirements are met

### Master Data Management

- Deliver MDM for five core domains: Customer, Supplier, Product, Booking, and Financial
- Create "golden records" that provide single source of truth across all TPG systems
- Eliminate duplicate and inconsistent data across Tourplan, SugarCRM, NetSuite, and acquired entities



## Data Product Development

- Define and prioritise data products including Customer 360, Supplier Master, and Booking Analytics
- Enable all data consumers by understanding and delivering against their needs
- Own Enterprise Dashboards as Product Owner, ensuring they deliver actionable insights

## Data Quality Management

- Establish data quality metrics, KPIs, and monitoring dashboards
- Implement automated data quality rules within Snowflake Bronze/Silver/Gold architecture
- Drive continuous improvement in data accuracy and completeness

## AI & RAG Database Enablement

- Own the data foundation that powers all AI initiatives – "garbage in = garbage out"
- Ensure data is structured and clean enough for RAG (Retrieval Augmented Generation) consumption
- Deliver the four core knowledge bases that feed AI products and initiatives
- Partner with AI Engineers and Product Owners to define data requirements for ML/Gen-AI models
- Ensure real-time data availability for AI-powered quote generation and win probability scoring
- Support demand forecasting and predictive analytics with clean historical datasets

## Stakeholder Partnership

- Collaborate with Product Owners across Digital Products, Booking Products, and Finance Products
- Challenge the business constructively to ensure data requirements are properly defined

## Your profile: Skills & Experience

We are looking for an individual with the following skills and qualifications:

- Travel industry data experience (understanding of booking lifecycle, suppliers, customers, products)
- Proven track record in data product management or data governance roles
- Strong business acumen combined with technical understanding – fluent in both "business" and "tech"
- Experience with modern data platforms (Snowflake, Databricks, or similar)
- Product management methodology (Agile, road mapping, backlog prioritisation)
- Experience establishing data governance frameworks
- Outstanding stakeholder management
- Experience with MDM implementations
- Knowledge of Bronze/Silver/Gold data architecture patterns
- Familiarity with data quality tools (Great Expectations, Monte Carlo, or similar)
- Experience in M&A integration scenarios (data consolidation)
- PowerBI or similar BI tool experience



- Understanding of AI/ML data requirements (RAG databases, vector embeddings, semantic search)
- Experience preparing datasets for machine learning or analytics models
- Knowledge of Azure AI services (Azure AI Search, Azure OpenAI)

## What we offer

At Tour Partner Group, we believe in rewarding our team members. By joining us, you will enjoy:

- A **dynamic and international work environment**, collaborating with colleagues from over **20 nationalities**.
- **Familiarisation trips** to enhance your first-hand knowledge of our destinations.
- A **holiday increase** with years of service, up to **25 days**.
- A **contribution towards gym membership** to promote well-being.
- An **extra day off on your birthday**, because celebrating is important!
- **One volunteering day per year** to support a cause you're passionate about.
- **Annual social events** to celebrate our shared successes.
- **TPG Travel Club discounts** to explore our destinations in your free time.
- The opportunity to become a **Value Champion**, earning a **Discover-Our-Destination reward** for an exciting explorer getaway.
- A **structured development programme** with **on-the-job training**, ensuring you reach your full potential.
- A **collaborative and supportive team culture** where every member is valued.
- Opportunities for **career progression**, moving into new roles within the company.

## Additional Information

- **High Season Period:** Please note that from **1st May – 31st August**, the workload may be heavier, and overtime may be required. Overtime is compensated as time off in lieu.
- **Work Location:** This position is based in **London**, with the possibility of hybrid working depending on the role.



## Our Values

At Tour Partner Group, our values guide everything we do:

- **Partnership** – We collaborate as a team to succeed and hold our colleagues and business partners in high esteem.
- **Inspiration** – We inspire confidence in others through our knowledge and expertise. We seek and embrace change.
- **Respect** – We are open to new ideas, cultures, and experiences. We value honesty and transparency.
- **Passion** – We share our love for travel and encourage others to explore our destinations. We aspire to be the difference that makes the difference.

## Our Commitment to Sustainability & ESG

- We recognise the part we play as a tourism business. We believe in the **positive force and impact** of responsible business on our collective future—one that is sustainable and contributes **not only to ourselves and our clients but also to the planet and society as a whole**.
- Internally, we have taken active steps to **reduce our environmental footprint** by limiting printing, switching to **digital business cards**, and ensuring that **business travel is only undertaken when essential**. Additionally, we encourage our employees to **give back to the community** through our **1 volunteering day per year** initiative.
- Find out more about our sustainability efforts: [Tour Partner Group ESG Policy](#)

## Our Diversity, Equity and Inclusion Statement

- At Tour Partner Group, our values of **Partnership, Respect, Inspiration and Passion** guide everything we do. We believe that travel is about **connection, discovery and shared experiences** – and that **begins within our own teams**.
- We are committed to building a workplace where everyone feels **valued, respected and inspired** to contribute their best. We encourage applications from individuals of every **background, culture, identity, ability and life experience**.
- Our aim is to make opportunities accessible, ensure decisions are fair and provide the resources each colleague needs to grow and succeed.
- By living our values and embracing **diversity**, practising **equity** and nurturing **inclusion**, we strengthen not only our business but also the partnerships and communities we serve.



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## How to Apply

If you're excited to be part of a team that delivers exceptional travel experiences, we'd love to hear from you!

- Please send your **CV and cover letter** to [global.recruitment@tourpartnergroup.com](mailto:global.recruitment@tourpartnergroup.com) with the subject line: **Application for Data Product Owner – Your Name.**
- If you have any questions about the role, please contact **Bianca Chiru** at [bianca.chiru@tourpartnergroup.com](mailto:bianca.chiru@tourpartnergroup.com).

We look forward to welcoming you to the Tour Partner Group team!

[www.tourpartnergroup.com](http://www.tourpartnergroup.com)

