Job Description

**At A Glance**

**Hours:** Working days are Monday - Friday, 37.5 hour contract based on office hours, working between office and operation with flexibility to the need of the business

**Location:** Ancillary Distribution Centre (ADC), A GXO Site based in Northampton

**Position Type:** Permanent

**Salary:** £36,400 - £57,600

**Job Description Summary**

The role of Section manager, third party operations, is a unique opportunity within the John Lewis Partnership. This role differs from other section manager roles within the Partnership, as it requires you to work within a JL office space, based on a third party GXO site. You will be in a support management role, working closely with your line manager and GXO colleagues.

The Ancillary Distribution Centre (ADC) operations team currently manage three operations on our third party site, and your role will be to support the day to day running and efficiencies of our operations, with the support of your line manager and GXO colleagues.

This role requires you to work independently, be self motivated and to take responsibility for finding the answers to often complex queries.

You will play a key part in liaising with our internal and external stakeholders, such as buying offices, stock efficiency teams, and within the supply chain. Within this role you will have visibility of reports required to better do your role and you will be supported with training should this be required.

As a Section Manager in the ADC operations team, you will be supporting the Department Manager ADC with the running of one of the JL operations, within our third party site (GXO). As part of your role you will support the ADC operations to deliver against all KPI’s, targets, change requests and business objectives.

You will also support and liaise with management teams across the John Lewis and third party operations, to enable them to meet the expectations of the rapidly expanding John Lewis online business.

**What you’ll be doing:**● Monitoring SLAs against agreed targets, taking appropriate action to missed targets, providing appropriate escalation of issues to stakeholders.  
● Managing costs within the Ancillary Distribution Centre (ADC) Operations to forecasted budget. Participating in, and on occasion leading, weekly and monthly client review meetings with the third party logistics (3PL) operations to ensure service levels and cost control are met and ensuring processes and procedures are followed.  
● Supporting the Department Manager ADC to communicate and implement changes which we as a business would like to make, ensuring that there is engagement with the third party teams end to end.  
● Creating and maintaining effective communication with key stakeholders within John Lewis and 3PLs  
● Identifying opportunities through Continuous Improvement to enhance customer service, best practice and cost control within our operations  
● Inspiring a culture of working together  
● Applying Health & Safety standards within the working environment  
● Supporting the management of the Purchase Order Process for the ADC operations

**Key Relationships:**

* Line Manager (Department Manager): Direct reporting, support and close collaboration.
* GXO Colleagues: Working with the on-site GXO team.
* Internal Stakeholders: Buying offices, stock efficiency teams, general supply chain & others.
* External Stakeholders: Suppliers & Contractors
* Management teams across John Lewis and GXO: For effective collaboration.

**What you’ll need:**● Good working knowledge of the Google Suite and Microsoft office - programmes including Excel, Word.  
● Presentation skills  
● Previous experience of working within a logistics/supply chain environment  
● Managing stakeholder relationships

**What you may bring:**● Management of a change agenda in a logistics/supply chain environment  
● Previous experience of management of 3rd party providers  
● Understanding of profit and loss accounts

**Please consider the following when making your application:**● We occasionally close vacancies early in the event we receive a high volume of applications. Therefore, we recommend you apply early

● Print off the job description now if you require it  
● Ensure you have an up-to-date CV