

Job title: Project Controller

### Core information

<b>Location:</b> Shop/site ▾	<b>Lines of business or shared capability area:</b> Herbert Parkinson, Contract
<b>Reports to:</b> Project Control Manager	
<b>People Management:</b> No ▾	
<b>Assignment Management:</b> No ▾	
<b>Partnership Level:</b> Partnership level 9 ▾	<b>Manager's Partnership level:</b> Partnership level 8 ▾
<b>Number of direct reports:</b> 0	<b>Partnership level(s) of direct reports:</b> None ▾

### About the John Lewis Partnership

The Partnership is the UK's largest employee-owned business and home to our two well-loved retail brands – John Lewis and Waitrose, as well as expanding into new areas beyond retail.

We aren't an ordinary business, though. The Partnership is different because everyone who works here isn't just an employee. We are Partners, with a shared responsibility for our success, and we share the rewards when we're successful.

Everything we do is powered by our unique Purpose: **Working in Partnership for a happier world.** Our Purpose inspires our principles, drives our decisions and acts as our guide, so that everything we do contributes to Happier People, Happier Business and a Happier World.

### Critical purpose of the role:

As a Project Controller you will be responsible for providing an exceptional end-to-end service to customers. You will support the management of projects to ensure successful delivery.

The main ways in which you will do this is by communicating well with customers, accurately completing quotations, procuring raw materials, order processing, controlling resources effectively and planning and managing installations.

You will play a vital role in supporting the Contract team to achieve its sales and profitability targets as well as its forecasted growth. It is an exciting role which offers new challenges every day.

Through your Profession you will have the opportunity to develop and stretch personally and professionally to achieve your potential.



### Primary Outcomes & Accountabilities

**ALL PARTNERS:** Act in accordance with the Partnership's purpose and democratic principles, constructively participating in co-ownership, and demonstrating to customers and each other that it is a better way of doing business. Share your knowledge, experiences, ideas and opinion to improve the Partnership, speaking honestly and frequently.

**ALL PARTNERS:** Invest in your personal and professional development to achieve your potential, by doing more, doing better, or doing different.

Continuously engage with and actively contribute to your Profession

**ALL PARTNERS:** Take responsibility for actively engaging with change.

- To manage projects from quotation agreement to installation sign off.
- To seek to continuously develop the customers accounts that you are allocated and take responsibility for providing them with an exceptional end to end service.
- To provide your customers with project plans and updates of these as required so that projects can be monitored practically and financially.
- To place orders for the raw materials, finished goods and services required for each project and ensure that the controls established for purchasing of raw materials and finished goods are observed.
- Logging and monitoring on Airtable new customers, contacts, customer orders, Purchase orders, manufacturing instructions and fitting details.
- To support the Senior Projects Manager and Sales Manager in the interface with the allocated customers in all aspects of the projects as required.
- To represent and demonstrate the Partnership's principles, policies and ethics to all parties that you have contact with.
- To ensure that all visitors to project sites fully comply with all customer and contractor's site induction, safety and

### Measures of success

Feedback from colleagues and measured against partnership values.

Quarterly and annual PDP (Contribution Sessions).

Customer sales targets.

Project profitability targets

KPI set with customers.



operating requirements and ensure that all sites have been issued with up to date site, task specific Rams prior to work commencing.

- To book and manage the employed and sub-contracted fitting team, in conjunction with the other Partners that use the same resource, to maximise the efficiency of the fitting team for all concerned
- To interface with production, finance, logistics, quality and safety teams within Herbert Parkinson and John Lewis as required.

## Skills

**Time Management:** You will be responsible for ensuring that you meet all customer deadlines. This requires exceptional time management, organisation, and workload prioritisation skills. The role is varied and you will complete a wide variety of tasks, therefore managing your time effectively is essential.

**Organisational Skills:** Being organised is a vital part of the role. To ensure you achieve all project deadlines you will need to be organised and ensure you know where all of your projects are up to and all actions are completed in a timely manner. You will be required to report progress to customers on a regular basis and therefore data needs to be up to date and accurate.

**Eye for Detail:** Having a strong eye for detail is highly important. You will be required to work with numbers when completing quotations, purchasing and order processing. Ensuring all tasks are completed accurately is essential to ensure the smooth running of projects.

**Customer Centricity (Customer Centric Mindset):** Working with customers is a key part of the role. Therefore good customer service and communication skills are essential. You will need to be able to adapt your communication style depending on who you are dealing with and also be able to communicate through various different channels, including in person, phone, email and video call.

**Works well in High Pressure Environments:** The role can be high-pressure at times. As you will be responsible for managing the administration for your own accounts, you are responsible for achieving customer deadlines and managing your own workload. This means that you can be under pressure to complete tasks within a specific time frame, and you need to be able to work effectively in this environment.



### Qualifications & Experience (where applicable)

#### Essential

- Previous experience working in textiles, window coverings, home furnishings or an equivalent industry.
- Highly numerate and literate and keen to learn about project management
- Good verbal and written communication skills with internal and external stakeholders
- Effective time management and organisation skills
- Attention to detail and accuracy
- Ability to work well in high pressure environments

#### Desirable

- Experience working in the Contract furnishings sector.
- Experience coordinating projects and managing project resources
- Experience using systems ACE (quotation system) and Google suite

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1	Libby Harrison	24/01/2025