

Job title: Junior Merchandiser

Core information

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| Location: London head office ▾ Hybrid working ▾ | | Line of Business or Shared Capability Area: John Lewis Commercial |
| Reports to: Merchandising Manager (or L6 Merchandiser) | | |
| People Management: No ▾ Assignment Management: Yes ▾ | | |
| Partnership Level: Partnership level 8 | | Manager's Partnership level: Partnership level 5 or Partnership level 6 |
| Number of direct reports: None | | Partnership level(s) of direct reports: 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 & Partners and Waitrose & Partners, 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

You will use your analytical and commercial skills to plan and optimise the best range for customers within your category. You will work under the guidance of your L5 Merchandising Manager, or where applicable, L6 Merchandiser, to deliver your agreed KPIs including; sales, profit, stock, skus, availability, margin and risk management.

You will maximise opportunities as they arise and lead the in-season trading to potentialise the outcome for both customers and your category.

You will task manage Merchandise Assistant/s relevant to your product category, ensuring they have clear guidelines to fulfil their role.

You will analyse commercial inputs to develop, with the Buyer, the best range of products supported by effective and comprehensive range planning and pricing architecture to deliver market leading assortments.



Primary Outcomes & Accountabilities

- 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.
- 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.
- You will be accountable for accurately planning and forecasting sales, stock, profit and SKUs for the Merchandiser L5 and Trade Planning team.
- You will be accountable for the commercial and customer success of a product range through range planning and agile in-season trading, using analysis and reporting from Product Operations.
- Through the Merchandising Assistants you will manage the flow of stock for your office, controlling inventory levels and open to buy. You are accountable for maximising availability across channels whilst minimising inventory holding costs and other supply chain costs.
- You will work at pace and with agility within a collaborative environment with your Merchandiser L5, Buyer, Head of Merchandising, Supply Chain, Trade Planning, sourcing, Trading Operations team, Design and Product Technology. Externally you will hold a strong relationship with your supplier and Brands.
- With support from your L5 Merchandising Manager, or where applicable, L6 Merchandiser, you will be accountable for forecasting assortment Sales, Stock and Margin KPIs, deciding Open To Buy parameters that meet commercial and customer targets.
- In collaboration with Buying, you will need to make season trading and volume decisions along with the commercial terms and product lifecycle with the suppliers.
- You will Task Manage relevant Merchandising Assistant partner/s in your team.
- You will complete the following tasks:
 - With oversight from your L5 Merchandising Manager, or where applicable, L6 Merchandiser, you will accurately forecast sales, stock, profit and SKU each season, by channel.
 - Input into Weekly Sales Stock Intake (WSSI) incl. availability and stock levels, identifying and handling gaps between forecasts and trading actuals.

Measures of success

Margin/Controllable Contribution:

Monitor and optimise margin performance, ensuring profitability while effectively managing controllable costs.

Implement strategies to maximise controllable contribution across the category, driving overall financial performance.

Sales Revenue Growth:

Drive sales revenue growth through effective assortment planning and promotional strategies, resulting in increased revenue.

Cash Flow and Inventory Management:

Maintain healthy cash flow by efficiently managing purchasing and inventory replenishment strategies.

Optimise inventory levels to prevent overstocking or stockouts, ensuring optimal cash flow and operational efficiency and healthy stock.

Communicate plans and work collaboratively with Commercial Planning to deliver.

Availability:

Ensure optimal stock availability across the category to meet customer demand and minimise stockouts.

Cost of Goods Sold (COGs) Optimisation:

Analyse and manage COGs to ensure competitive pricing while upholding quality standards.

Implement cost-saving initiatives to enhance profitability without compromising product quality.

Reduction in Stock Loss & Returns:

Implement measures to reduce stock loss and Returns, optimise inventory management practices, resulting in decreased product stock loss.

Speed to Market:

Improve speed to market for new products and assortments, ensuring timely launches and responsiveness to market trends.

Expansion of Market Share:

Monitor market share metrics and implement strategies to gain market share within the category, increasing competitiveness.



- Propose Balance To Achieve (BTA) for the assortment each month, in collaboration with the Buyer, to the Merchandiser L5.
- Manage Open to Buy (OTB), options and stock plans for assortment, whilst supporting operational efficiency through planning the flow of stock.
- Input in product lifecycle from launch through to exit of product ranges.
- Alongside Buyer, sign off product ranges and branch grading proposals with Merchandising Manager L5, and Head of Merchandising & Buying when required.
- Collaborate with Buyer to prepare and share Standardised Range Plan, in line with critical path, to hand over to Product Operations Team.
- Set and share a clear framework of OTB, Line Cards and WSSI with Merchandising Assistant/s for order raising, management, channel forecasts are applied to drive replenishment.
- Work with Merchandising Assistant/s to capitalise on commercial opportunities, control stock levels, and manage delivery schedules within agreed targets whilst delivering KPIs.
- Support Merchandising Assistants in collaborating with suppliers to review production plans (ensuring in place pre season, resolving issues as they arise).

Efficiency and Standardisation:

Champion standardisation and efficiency in ways of working, supporting cross-category programmes, resulting in streamlined processes and improved productivity.

Skills

- **Stakeholder Management**
 - Identifies key stakeholders, their motivations and priorities, and considers these when building and managing relationships. Anticipates stakeholder challenges and proactively plans for these, displaying strong communication.
- **Data Analysis**
 - Evaluates and analyses different types of complex data objectively and sees patterns and meaning to establish the key relevant facts. Uses this thinking to make credible recommendations to inform critical decision making.
- **Commerciality**
 - Demonstrates a passion for and breadth of knowledge of Retail, including our own business model; competitors, and wider industry, economic and political challenges.
- **Customer Centricity**
 - Understands the end to end customer journey and puts every customer, both internal and external, at the heart of everything we do.
- **Setting Priorities**
 - Sets clear priorities and reviews regularly, proactivity anticipating changes and adapting priorities accordingly.



Qualifications & Experience (where applicable)

Essential

- Experience in Forecasting & Planning, WSSI management, influencing & stakeholder management.
- Ability to demonstrate experience in merchandising practices, including assortment planning and stock management.
- Strong Analytical and Numerical Skill.
- Advanced proficiency in Microsoft Excel or similar analytical tools.
- Communication and Presentation Skills
- Understanding of Retail Operations and Supply Chain Management
- Proactive Approach to Learning and Development:

Desirable

- Experience in a variety of Category Areas
- Minimum of 1 Years' Experience in Merchandising
- Advanced in MS Excel & Google Sheets including PivotTables, VLOOKUP, INDEX/MATCH and Data Tables
- Tableau adoption

| Version | Created/updated by | Date |
|---------|--------------------|------------|
| v1 | Radek Palinowski | 26/06/2024 |
| v1.1 | Lorna Davidson | 19/07/2024 |