

Job title: SUPPLY CHAIN DEVELOPMENT MANAGER

Core information

Location: Magna Park or hybrid working	Line of Business: John lewis (Distribution)
Reports to: Commercial Development Lead	
People Management: Yes ▾ Assignment Management: Yes ▾	
Partnership Level: Partnership level 6	Manager's Partnership level: Partnership level 5
Number of direct reports: 3	Partnership level(s) of direct reports: Partnership level 7

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

As a Partner in our business your number one focus is to work collaboratively to create more value for our customers and our business.

You will support the Commercial Development Lead to provide analysis and insight to inform future network and capability design. You will guide the establishment and evolution of strategic models looking out to a 10 year horizon. You will collaborate with subject matter experts from across the Supply Chain operation to identify new solutions and capabilities to improve ways of working and respond to new operational demands, service requirements and financial challenges, enabling a more efficient and effective supply chain operation. You will work with stakeholders outside of the Supply Chain to understand their demand and translate this into operational and people implications either in the primary or secondary network.

As a Supply Chain expert you will make a critical contribution to ensuring that the operational impact of delivering new customer propositions is well understood via your input into strategic development and the Partnership's programme of change.

Primary Outcomes & Accountabilities

Act in accordance with the Partnership's purpose and constructively participate in co-ownership. Demonstrate

Measures of success

You will play a key role in enabling the development of the future John Lewis operation, success will be



to customers and each other that it is a better way of doing business. Use your voice in speaking honestly and frequently to improve the Partnership

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

Leverage insight and internal and external networks, as appropriate, to keep abreast of key customer requirements, market conditions and trends, including technological advancements, and feed these into strategic thinking.

Scale, impact and context: You will play a key role working across the organisation to assess the need for, and impact of, proposed change in the Supply Chain and then effectively articulate this in a compelling and influential way to inform decision making through full evaluation and business case creation.

Within the Supply Chain you will identify problems, analyse the root cause and evaluate options, confidently deciding on the right solution and then use your communication skills to help others translate this into action.

Who might you work with: You will work across a wide range of stakeholders within Supply Chain and Operations, as well as People, Customer, Customer Service, Trading, Finance and Strategy.

You will create and maintain an external network of Supply Chain professionals, continually leveraging the insight this provides to inform and benefit decision making within the Partnership.

Customer obsession: You will need to be able to take an end to end view and recognise the trade offs required to deliver a high service but financially sustainable Supply Chain. Key to this is understanding what our end customers expect and how we are best placed to serve them.

Designing a fit for purpose and adaptable network will support the Partnership in its growth ambition through excellent and efficient execution of its various (and changing) customer propositions.

noted through successful business case creation and the subsequent realisation of benefits and improvements

You will help deliver constant, sustainable change through the identification of realistic solutions to improve operational and financial performance

Measured on quality of outputs within their area which will be judged in that area rather than through a KPI

Stakeholder feedback on impact of contribution is key with the ability to build strong relationships across the Supply Chain team

An interest and understanding of supply chain will underpin success for the individual in this role

Skills

- Communication/translation skills
- Curiosity



- Analytical skills
- Solution/problem solving focus
- Agility

Qualifications & Experience (where applicable)

Essential

- Broad understanding of end to end supply chain operations within retail
- Experience of physical network design and development across Distribution, Fulfilment and Transport
- Strong awareness of the latest trends and technologies in the market including automation which could be utilised to drive efficiencies and productivity
- Highly analytical and data driven
- Excellent stakeholder management: able to influence at most senior leadership level
- Familiarity with risk assessment and mitigation strategies

Desirable

Version	Created/updated by	Date
I.0	Mark Robinson	May 2020
I.1	Adam Fergusson	07/03/24