



Skilled Warehouse Operator, Secondary Fulfilment - v1 May 2021

Partnership Level 10

Reports to

Warehouse Operational People Manager

Direct and Indirect Reports

Site Lead & People Management team

John Lewis Partnership overview:

We believe the John Lewis Partnership is a better way of doing business. The Partnership is the UK's largest employee-owned business and home to our two cherished retail brands - John Lewis & Partners and Waitrose & Partners. Everything we do is powered by our unique purpose, which puts the happiness of Partners at our core through worthwhile and satisfying employment. And every one of us is obsessed with inspiring and delighting our customers through outstanding quality products and food and unrivalled service because for us, it's personal. There are five values we look for in a great Partner:

1. DO RIGHT - We act with integrity and use our judgement to do the right thing
2. WE NOT ME - When we work together, anything is possible
3. BE YOURSELF ALWAYS - We're quirky, proud and at our best when we're free to be ourselves
4. ALL OR NOTHING - We put everything we have into everything we do
5. GIVE MORE THAN YOU TAKE - We all put more in so everyone gets more out

Job Purpose

To work in a warehouse operation assisting the team to complete all receiving, storage and despatch tasks. Responsible for ensuring the right products are in the right place at the right time ready to be delivered to John Lewis customers and branches to provide excellent customer service. You will need to actively demonstrate flexibility across the site by supporting the Customer Delivery Operation.

Accountability

Customer Service

- Encourage colleagues to take ownership for stock presentation received through the supply chain to ensure products reach our customers in a clean pristine condition.
- Identify and promote areas for improvement for 'Net Promoter Score' and 'Customer Promise' to increase the customer service provided to all John Lewis Customers. Taking ownership of every product from the start to the end of the supply chain journey.
- Promote and deliver outstanding customer service to all your stakeholders, including customer collection where relevant.
- High standards of professionalism in your telephone skills.
- Preparation of all returned products (including Portable Appliance Testing).
- Competent in the assembly of various product types (including BBQ Assembly and Fridge Freezer door reversals).

Commercial Awareness

- Demonstrate a good understanding of the John Lewis Customer Delivery Proposition and Customer Promise.

Measure

- Provide evidence in your Learning Journal
- Scored 85% or above in the Customer Service topic in MMTOP
- Provide evidence in your Learning Journal
- Scored 85% or above in the Commercial Awareness topic in

<ul style="list-style-type: none"> ● Actively control wastage - safe efficient alternatives and recycling management to reduce costs and to be socially responsible. ● Ensure the security procedures and processes of John Lewis goods and vehicles are adhered to, preventing stock loss and damage to goods, property and equipment. <p>Passionate Operator</p> <ul style="list-style-type: none"> ● Understand, follow and promote all standard operating procedures. ● Awareness of Continuous Improvement within the warehouse operation. ● Engage in the Partnership Democracy. ● Follow housekeeping guidelines. <p>Working Safely</p> <ul style="list-style-type: none"> ● Competent in operating mechanical handling equipment relevant to your role safely. ● Demonstrate and promote a clean, tidy and safe working environment, adhere to legal compliance by using the correct equipment to look after all products. ● Report minor maintenance requests to Multi-Skilled Warehouse Partners, Lead Partners or People Managers. ● Understand the importance of and adhere to all mandatory training requirements for your role . ● An awareness of Safety Risk Management Committee (SRMC) and their role and how to report and complete near misses. ● Demonstrates and follows the Loading Dock Key Controls processes within your Customer Delivery Hub. ● Demonstrates and follows the Non Traffic Light and/or Traffic Light Loading system within your Customer Delivery Hub. ● Demonstrate and follow the required load securing methods. ● Demonstrate a general awareness of racking compliance and safety of this. <p>Storage, Fulfillment and Movement</p> <ul style="list-style-type: none"> ● Ensure all stock items are received, stored and picked correctly to maintain accuracy on a daily basis. ● Complete round collation to ensure stock is accurate for the delivery teams on a daily basis, actioning any missing items with urgency. ● Ensure all returning items are actioned promptly within the service level agreed. ● Ensure all warehouse administration functions are completed accurately, following the standard operational procedures. <p>Systems</p> <ul style="list-style-type: none"> ● Input accurate detail and complete all trackers using daily reports to ensure stock accuracy. ● Understand audit counts and reconciliations. ● Follow the correct systems and procedures to prevent loss 	<p>MMTOP</p> <ul style="list-style-type: none"> ● Provide evidence in your Learning Journal ● Scored 85% or above in the Passionate Operator topic in MMTOP ● 100% adherence to SOP's <ul style="list-style-type: none"> ● Provide evidence in your Learning Journal ● Scored 85% or above in the Working Safely topic in MMTOP ● Green Health and Safety Audit result <ul style="list-style-type: none"> ● Provide evidence in your Learning Journal ● Scored 85% or above in the Storage, Fulfillment & Movement topic in MMTOP ● Goods scanned and stored correctly on day of receipt <ul style="list-style-type: none"> ● Provide evidence in your Learning Journal ● Scored 85% or above in the Systems topic in MMTOP
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<ul style="list-style-type: none"> Be aware of and adhere to all GDPR/Information Security policy 	<ul style="list-style-type: none"> All mandatory training is complete and up to date
Personal <ul style="list-style-type: none"> Drive your own development by having active Goals on your Workday that challenge you. Complete and achieve Much More Than an Operational Partner (MMTOP) programme Achieve required My Performance rating Demonstrate good time management Demonstrates good flexibility across the Customer Delivery Hub. Actively participates in the Partnership democracy. 	<ul style="list-style-type: none"> Absence to be in line with Partnership guidelines

	<i>Essential</i>	<i>Desirable</i>
Qualifications		UK Driving Licence
Experience	Communication skills – including telephone skills, verbal and written. Basic IT Skills.	Warehousing experience.
		Drive and operate: <ul style="list-style-type: none"> Boom/Forklift, Pump trucks, Sack Barrows, Dock leveller, Multi deck trailer, Compactor, Plastic bailer, Cardboard bailer, Open shutter on the bay and vehicle, Hand held terminal gun Very narrow aisle pickers.

Relationships

<i>Internal</i>	<i>External</i>
Customer Delivery Team, Customer Delivery Operations (CDO) Support team, National Distribution Centre, (including DSD) Selling branches, Site Manager, People Managers, Democracy Technical Training Centres.	John Lewis customers, Suppliers, 3rd Party contractors and couriers.

What you should know about the job

Every year you will be required to demonstrate your up-to-date understanding of your role by completing the Much More than an Operational Partner (MMTOP) development programme. In addition, you will be required to evidence your day-to-day performance by completing a learning journal.

CRB check required? NO