

Section Manager Operations, Magna Park

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| Location: Magna Park NDC ▾ | Lines of business or shared capability area: Operations, John Lewis Distribution |
| Reports to: Department Manager, Magna Park NDC | |
| People Management: Warehouse Operatives Partners | |
| Partnership Level: Partnership level 8 ▾ | Manager's Partnership level: Partnership level 7 ▾ |
| Partnership level(s) of direct reports: Level 10/Level 9 | |

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

Be an outstanding specialist in people, leading, inspiring and motivating a team, cultivating a growth mindset for both you and your Partners, in turn unlocking full potential whilst contributing to the Partnership Purpose, Business Objectives and Magna Park Vision.

Maximise every opportunity and commercial result through exemplary leadership, optimising the operational success of your department to deliver an exceptional customer experience.

Deliver a successful operation ensuring stock integrity and accuracy, whilst maximising the efficiency of the operation.

Primary Outcomes & Accountabilities

Be a role model as an outstanding specialist in people, providing an exemplary people management experience for your Partners. Ensure that Partners reach their full potential through full adherence to the Contribution Policy and Partner lifecycle activities, including talent and performance management.

Inspire Partners to contribute to a culture of safe working practice, applying Health and Safety management standards

Measures of success

Objectives and Key Results (OKRs)- Site and Department

Balance Scorecard

Key commercial targets

Meeting Basic Expectations

Partner Engagement survey measures

that meets legislative requirements.

Manage and optimise the commercial performance of your department, including Third Party Operations, completing administrative tasks, driving the overall performance, cost efficiency and productivity, ensuring all measures are achieved in your delegated areas of focus.

Ensure that the Customer has an exceptional service experience, meeting orders with the quality of 'Right First Time'.

Be responsible for ensuring delivery of the Diversity and Inclusion strategy in your department and supporting the health and wellbeing of your Partners.

Be responsible for hearing and acting upon the voice of Partners ensuring democratic vitality is thriving and vibrant in your department.

Share your knowledge, experiences, ideas and opinion to improve the Partnership, speaking honestly, whilst supporting Partners to do the same.

Monitor and benchmark operational processes ensuring Standard Operating Procedures (SOPs) are adhered to.

Be curious and champion the testing of new ideas to deliver commercial improvement through leveraging the Partners and delivering through robust methodology.

Working collectively with your Department Manager, you will support them to develop and deliver seasonal and high volume operational trading strategies

Be responsible for the operational performance of your delegated area of focus, contributing to the overall success of the site metrics and operational procedures, ensuring a safe and legal trading environment.

Engage and lead Partners in delivering and embedding change consistently and effectively within Magna Park, demonstrating personal resilience and supporting your team through change.

Embody a mindset of continuously learning whilst seeking to develop self and others to be the best version of themselves.

Be confident in applying the disciplinary process where appropriate.

Partner Lifecycle KPIs

Safe and legal KPIs

Active talent pipeline in place

All of your Partners have active goals on Workday

Team absence in line with Partnership Policy

Active Business, Personal and Team goals in place with stretching objectives on Workday

Democratic Vitality

Feedback

| Skills | |
|--------------------------|--|
| Agile approach | Able to easily adapt according to circumstance and change approach as required |
| Customer centricity | Understands the end to end customer journey and puts every customer, both internal and external, at the heart of everything we do. |
| Developing teams | Builds high performing teams through individual empowerment and collective focus on team goals and purpose |
| 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 |
| Winning hearts and minds | Takes Partners on the journey with them, translating business messages for Partners and making sense of them in a human and honest way. Can deliver difficult messages with empathy and clarity to audiences of all sizes. |

The Assessment Criteria for Resourcing relevant to this role are:

- Absolute Clarity
- Owning It
- In this Together
- Brilliant Retailers
- Continuous Improvement
- Distinctly Partnership

Qualifications & Experience (where applicable)

Essential

- Experience in a fast paced customer centric leadership role, responsible for large teams and unit performance metrics.
- Proficiently computer literate and digital capability

Desirable

- A proven track record as a specialist in people and driving a culture of empowerment with large teams.
- A proven track record of successful identification and delivery of commercial opportunities and outcomes.

| Version | Created/updated by | Date |
|----------------|---------------------------|-------------|
| 1.0 | Nicky Lee | 19/08/24 |