

FM Commercial Analyst

Core information

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| Location: London with hybrid working | |
| Reports to: FM Commercial Manager | |
| People Management: No Assignment Management: No | |
| Partnership Level: Partnership level 7 | Manager's Partnership level: Partnership level 6 |
| Number of direct reports: NA | 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

Supports Commercial Manager with the commercial management and performance of the Facilities Management outsourced maintenance contract totalling around c.£130 million per annum. Supports the management of accounts, budgets, billing and GMP (guaranteed maximum price) model, analysing data to provide key business insights, information and recommendations to enhance the performance of the contract.

Supports the commercial management of areas sitting outside the outsourced operation such as operational waste.

Provision of timely and insightful managerial information, financial support and data analysis to key stakeholders, the FM team and Retail Partners

Takes a proactive role in analysing & investigating risks to help FM Service Delivery Leads drive positive change. Continuously developing the successful operation of our Facilities Management Services, aiming to provide JLP with a competitive advantage. Through the Property Shared Capability you will have the opportunity to develop and stretch personally and professionally to achieve your potential.

The Partnership supports agile and flexible working practices, such as when, where and how we work. We have several ways to work flexibly, including part-time, flexible or compressed hours, and job sharing. Head office areas also support a blended working approach.

We celebrate diversity and inclusion in the John Lewis Partnership and we are committed to becoming the UK's most inclusive business, reflecting and connecting with the diverse communities that we serve.

Primary Outcomes & Accountabilities

Commercial Contract Management

Works closely with Service provider to ensure costs are correctly reflected in internal reporting

Ensures that JLP achieve best value from the contract and pay the correct amount for services provided. This includes:

- Updating GMP and budget model with agreed contract changes
- Monthly reconciliation of billing
- Auditing of gain share and profit at risk calculations and inputting into annual rebaselining of GMP model

Inputs into FM strategy, initiatives and decisions to ensure best business outcome.

Commercial Insight / MI

Investigate and report on variances to budget

Track risks and ops to budget and provide FM Leadership Team with a forecast of expected year end spend, to ensure business plan targets are achieved

Provide FM Leadership Team with appropriate reporting to support operational decision making and drive action

Identifies potential ways of working improvements which deliver increased efficiencies

Review SLA/KPI data from maintenance and waste contracts, and provide reporting to stakeholders

Commercial administration of areas sitting outside of outsource operation

- Waste
- Channel Island stores
- Type 1 & 4 locations (Distribution, leisure and Leckford)
- Insurance claims
- Emergency end of life capital
- Cost of FM function
- Other FM contracts

Measures of success

Accurate monthly accounts produced to time

Timely commentaries, including trend analysis, provided to stakeholders

Billing assurance

Accurate payments to service provider

Monthly reconciliation completed

Correct accounting for facilities management capital and revenue expenditure

Clear forecast for annual financial performance

Accurate and insightful reports produced as required to support management decision making and budgetary control.

On an annual basis medium term objectives will be set & reviewed to enable the Partnership to deliver on these ambitions. As a leader in the Partnership, you will be accountable for delivering on these objectives and also for determining & realising more detailed Objectives and Key Results (OKRs) in your area to support the achievement of these.

It is expected that you will review OKRs in your area on a quarterly basis to set the business up for success in achieving the overarching Integrated Objectives.

Additionally, you will be accountable for key metrics and measures on an ongoing basis to track business success in support of the overarching strategy.

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| <p><i>Interface with Finance teams / processes</i></p> <p>Month end reporting (feeding in to central finance teams)</p> <p>Purchase order end to end administration</p> <p>Input into budgeting and business planning processes (revenue & capital) including quarterly forecasting.</p> <p>Ensuring alignment to Finance policy and ways of working</p> <p><i>Team support / development</i></p> <p>Oversee provision of effective financial support, training and information to colleagues in FM team to ensure you can effectively use financial information and insight when provided.</p> <p>A part of your role you may be asked to deliver matrix support as required, to other areas within the FM team.</p> <p>You will be a role model to Partner teams in setting high standards of ownership, stakeholder engagement and customer service and build and maintain strong relationships with all relevant stakeholders, specialist contractors and third party service providers. This will ensure efficient and cost effective delivery representative of the lines of business requirements.</p> | |
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| Skills | |
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| Stakeholder Management | Identifies who is impacted by or involved in your goals/objectives and therefore who is key to achieving the desired successful outcomes. Understands the motivations and priorities of these stakeholders and takes these into account in order to build and manage sustainable relationships. |
| Influencing and Negotiation | Works collaboratively to achieve the optimum and mutual agreement for a way forward for all parties. Resolves professional differences along the way through active listening and appropriate assertive communication to reach win-win outcome. Is prepared to adapt communication style to each situation and has the best interest of the Partnership at the forefront of all interactions. |

| Qualifications & Experience (where applicable) |
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| <p>Essential</p> <ul style="list-style-type: none"> ● Practical use of COUPA ● Part Qualified to finalist stage or with experience of commercial analysis and financial management in a management accounting environment ● Experienced in interrogating financial systems ● Advanced Excel skills ● Ability to change and adapt style to match situation |

- Experience of working confidently at all levels throughout a business - stakeholder management
- Experience of taking a rigorous and detailed approach to tasks

Desirable

- Can evidence strong project and programme management skills.
- Tableau experience
- Working knowledge of Oracle
- Experience of working within the Retail Finance or FM environment
- Experience of working client side with an outsourced service provider

| Version | Created/updated by | Date |
|---------|--------------------|-----------|
| v0.1 | Karen Parslow | June 2024 |