

Job title: Senior Transport Partner

Core information

Location: Shop/site ▾	Lines of business or shared capability area:
Reports to: First Line Manager Transport	
People Management: No ▾	
Assignment Management: No ▾	
Partnership Level: Partnership level 10 ▾	Manager's Partnership level: Partnership level 8 ▾
Number of direct reports:	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 and Waitrose, 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

In addition to the main Transport Partner Job Description, Senior Transport Partners will also be responsible for performing the roles and responsibilities as detailed below.

Support the Transport First Line Managers and Shift Managers in the delivery of the service level agreements to the agreed standards, ensuring the best possible service is provided to our customers, with the aim of exceeding customer expectations.

Complete 'Bolt on' accountabilities as directed by First Line Manager: Scheduling, Yard Duty, Compliance & Administration.

Ensure that all Drivers and Vehicles are compliant with current legislation and infringements are dealt with promptly.

To maintain vehicles and transportation administration and support through scheduled inspection as per company requirements in accordance with current legislation.

To carry out compliance procedures and support the development of a safety culture in the Transport department.

Primary Outcomes & Accountabilities

Partner deployment - Prioritise work and direct Partners appropriately to ensure all required tasks are completed.

Support the delivery of the operational plan by acting as the task expert/specialist and supporting other Partners in their roles through coaching and mentoring.

Measures of success

Act as a buddy to all new starters, drivers and agency on shift

Reports systems and scrutiny on specific Transport KPIs:
Driver role specifically

Objectives as set by management.



<p>Support effective communication between managers and Partners, between and across Transport teams & Drivers on site.</p> <p>Be proactive in seeking out opportunities to improve the operation and drive customer service standards, supporting the implementation of any changes.</p> <p>Lead by example and guide Partners to embrace teamwork, in a manner consistent with Partnership principles and Partner Commitments.</p> <p>Provide an effective handover/debrief on completion of role</p> <p>Provide immediate feedback and coaching to Partners where appropriate.</p> <p>Provide Process training on the job to Warehouse Partners and Agency</p> <p>Knowledge of operational changes, technology updates and procedures and an awareness of the Business plan.</p> <p>Deal with any situations that arise, and protect the overall integrity of the operation.</p> <p>Provide structured feedback to management, following up on operational tasks and issues via the First Line Manager.</p> <p>Take on extra responsibilities as delegated by Management.</p> <p>Cover in the absence of the First Line Manager</p>	<p>Productivity and Performance targets as set by management e.g debrief/Challenge 25 results</p> <p>Work within agreed targets and support all transport related activities</p> <p>All reporting procedures adhered to.</p> <p>Accidents and injuries kept to zero or minimal.</p> <p>Knowledge of operational changes and procedures and an awareness of the Business Plan.</p> <p>Partnership principles and ethos followed at all times.</p> <p>Training records and all other Personnel procedures adhered to.</p> <p>Mandatory training completed on time.</p> <p>Display Partnership behaviours to other Partners and members of the Management team.</p>
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Skills

- Demonstrates excellent Partnership Behaviours & Values
- Is assertive
- Is results orientated and can work to schedules
- Is able to work productively, efficiently and effectively with initiative
- Understands the basics of Transport compliance and Health and Safety procedures
- Is reliable and punctual, and able to build rapport with Partners
- Has the ability to accept and adapt to change, gaining buy in
- Proactive in approach and able to identify issues and provide solutions

Qualifications & Experience (where applicable)**Essential**

- Experience in working in a Warehouse & or Customer Fulfilment



Desirable

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	<i>Hannah Townsend</i>	<i>21.07.2025</i>