

Job title: Store Development Manager

Core information

Location: London head office	Lines of business or shared capability area: John Lewis
Reports to: Store Format & Development Lead	
People Management: No Assignment Management: Yes	
Partnership Level: Partnership level 6	Manager's Partnership level: Partnership level 5
Number of direct reports: 0	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

You will be the 'front door' into the Brand & Store Experience team, working with the PMO team (J3) to ensure that all activity undertaken in the Brand & Store Experience team is prioritised and aligns to the strategy and business plan. In addition, organising activities that come into the Brand and Store Experience team via Business Planning and ad hoc requests / ideas.

Working with leads from across the business to create clear, deliverable and ambitious briefs that align to the business strategy and business plan, aligning resources across the Brand & Store Experience team and recommending prioritisation where sequencing or choices need to be made.

Proposition Lead for Brand & Store Experience driven projects (Optimisation, Major Refurbishment, Format Projects), and complex new Commercial concepts. Accountable for developing and shaping the brief and successfully navigating as efficiently as possible to SG2 approval and ensuring project meets the brief and lessons learned via SG5 and R&R for all agreed projects.

Is the in year Business Planning owner for Brand & Store Experience, working with the J3 PMO to recommend trade offs and prioritisation where financial or resource constraints / contentions arise.

Primary Outcomes & Accountabilities

For Brand & Store Experience led projects, lead the development of shop elements through Discovery, Ideation and Define phases to create prioritised and agreed Development Briefs aligned to the business strategy and aspiration.

- Secures SG2 approval (and SG1 where appropriate) and is responsible for any change required to SG2 whilst project in flight
- Work with stakeholders across the business to identify total scope opportunity and ensure it delivers the Store Experience aspiration
- Own the scope and business case development with all stakeholders, working with matrix teams to ensure all inputs are robust
- Stakeholder communications managed effectively with clarity of project aspiration, timelines and budgets
- Project reviews are robust, data and insight led and evaluated according to the project brief / business case.
- Measures of success are clearly briefed for each proposition/idea by the relevant project lead

For briefs from business leads outside Brand & Store Experience, as Front Door into the programme, ensure that SG0 brief is robust and actionable by Physical Estate teams, before acceptance at Programme Board

'Front Door' for Brand & Store Experience, establishing the stage gate process and ensuring all activity within Brand & Store Experience teams is fully aligned and focused on priority activities

Prioritisation and recommendation in flight for live and requested projects to enable decision making at Programme Board and J3 where resource or financial constraints are identified

Planning of resources across the Brand and Store Experience teams to ensure all Brand and Store Experience resources required to deliver Physical Estate projects are fed into the overall Physical Network Programme and decisions escalated to ensure programme risks are effectively managed

Be a champion for planning, organisation and orchestration amongst stakeholders - displaying supreme stakeholder management and engagement. Be the expert in navigating our governance processes to drive the Stage Gate Physical Estate

Measures of success

All projects are managed through the agreed governance and stage gate process including live tracking of status and risks via PMO

Project briefs and governance are robustly scoped, validated and signed off in order to reduce the amount of rework and wasted effort

Measures of success articulated in all briefs

Resources planned effectively across the Brand and Store Experience team identifying areas where resource augmentation is required

Stakeholders are clear on the role they need to play and the Stage Gate process for delivering Physical change in stores.

activity plan and through your relationships with the business, help streamline our governance in line with the principles of lean, simple and fast.

Skills

- Store Proposition development
- Project Brief creation and development
- Programme management
- Resource management
- Demand management & prioritisation techniques
- Data analysis & interpretation / recommendation
- Communicating & Influencing
- Business strategies and business planning

Qualifications & Experience (where applicable)

Essential

- Developing Store propositions
- Program/project planning
- Commercial acumen
- Organisation skills
- Stakeholder Management
- Ability to translate complex data into simple, clear and concise presentations
- Communicating & Influencing

Desirable

- Shop operations
- Innovation
- Creative, innovative thinker

Version	Created/updated by	Date
Version post GC	Martin Walker and Mark Sims	21.11.24