

Job title: Product Launch & Data Specialist

Core information

Location: London head office ▾	Lines of business or shared capability area:
Reports to: Product Data Optimisation & Maintenance Manager or Product Launch Manager	
People Management: No ▾	
Assignment Management: No ▾	
Partnership Level: Partnership level 9 ▾	Manager's Partnership level: Partnership level 6 ▾ or Partnership level 7 ▾
Number of direct reports: N/A	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

You will be responsible for onboarding and/or maintaining new products for John Lewis shops and E-commerce by requesting, uploading & validating accurate, complete and timely product data & digital assets ahead of stock arriving in the warehouse. You will work closely with suppliers and internal teams, to maximise the customer experience and to drive search, conversion and sales of John Lewis products. You will manage high volumes of data in our Product Information Management tool, to ensure that all new products are created and enriched to JL standards within SLAs.

You will work closely with:

- Product Launch Manager & other Product Launch Specialists
- 3rd parties (e.g. Suppliers, ITG, GXO)
- Buying Offices (Buying Assistants, Buyers & Merchandisers)
- Product Launch Operations matrix team (e.g. Asset Production, Post-Production, Launch Executives, Copywriters)
- Product Data Team
- Supplier Operations
- E-Commerce
- Commercial Optimisation
- Data Management Office
- Tech & Change



Through your Profession 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 different 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

You will have to prioritise work, managing multiple deadlines simultaneously through effective critical path management to ensure SLAs are met and complete some or all of the following activities;

- New Lining - work with Trading counterparts and virtual RPA workers to ensure PO Mandatory data is complete so that a SKU can be created
- Enrich - use knowledge of assigned assortment areas to obtain all selling data and digital assets required to launch products from suppliers
- Ticketing - populate selling data to create Shelf Edge Labels (SELs) and provide advice/support on queries
- Use & manage workflow data in relevant systems to ensure all of the above is completed on time
- Onboard new suppliers to John Lewis, ensuring they understand and can complete our digital launch requirements, providing ongoing training and support for both existing and new product launch processes when implemented
- Seek opportunities to drive continuous improvement to existing processes and act as a subject matter expert for launch activities
- Support with data optimisation opportunities working with relevant stakeholders to ensure products are created, maintained and sold in the most effective way
- Complete item maintenance where product information is incorrect, resolving in a timely manner

Support the team with system and process improvements acting as an SME and completing UAT to ensure seamless changes.

Measures of success

New Lining: Purchase Order Mandatory data is complete and product SKUs are available within the target SLA for the area.

Enrich: Selling data is obtained, submitted and completed to the agreed deadlines. Digital assets are requested in adherence to JL guidelines, correctly named and of sufficient resolution. Both are received within the SLA.

Optimisation: Commercial benefits unlocked through improved data quality and completeness.

Ticketing: Selling data is completed in advance of the stock arriving in shops.

Product maintenance: queries and optimisation requests are effectively worked through with relevant stakeholders and actioned within set SLAs.

Positive feedback from stakeholders.



Support the Partnership plan and sales targets by driving compliance with suppliers on a day to day basis, ensuring the product data received meets completeness and speed targets.

In order to meet the needs of the operation, you will have a core accountability but will be able to support others.

Act in accordance with the Partnership's purpose and democratic principles, constructively participating in co-ownership, and demonstrating to customers and each other that it is a better way of doing business. Share your knowledge, experiences, ideas and opinion to improve the Partnership, speaking honestly and frequently.

Invest in your personal and professional development to achieve your potential, by doing more, doing better, or doing different. Continuously engage with and actively contribute to your Profession.

Take responsibility for actively engaging with change.

Skills

- **Task Prioritisation**
 - Plans and reviews workload regularly and is prepared to adapt to ever changing circumstances. Assesses workload realistically in terms of urgency and importance and is ready for "curve balls" and changes plans where necessary to ensure optimum achievement and deadlines are hit and stakeholder relationships are maintained.
- **Critical Thinking**
 - Interprets evidence and information to develop well reasoned arguments for thinking and can readily draw on evidence to justify a chosen course of action. Can think clearly when presented with multiple pieces of information and gets to the nub of an issue in order to make a well informed judgement.
- **Continuous Improvement**
 - Thinks boldly and sees issues and opportunities from all angles and multiple perspectives, even the unprecedented to draw out meaning and connections and make recommendations to adjust strategy and outcomes as a result. Generates a number of workable options and overcomes barriers to finding solutions.
- **Digital Awareness**
 - Demonstrates an awareness and adoption of digital and social channels and technologies. Embraces new ways of working with them to support our customer ambitions and future proof our business. Is hungry and enthusiastic to learn more about the required skills in this area.
- **Ability to work under pressure**
 - Understands own emotional reaction to pressure and knows how to identify and use own coping outlets. Works to understand what is within control and what is not and practices acceptance of this. Prioritises and plans effectively and is realistic about what can be achieved to ensure that the most important and urgent activities are communicated and achieved.



Qualifications & Experience (where applicable)

Essential

- Managing process to SLAs
- Communicating and influencing a wide range of stakeholders
- Time management, prioritisation and problem solving
- Experience of data entry and of using content management systems
- Confidence & experience in google sheets and excel
- Experience handling different types of data, with a keen eye for detail

Desirable

- Experience of a product launch process
- Experience of working in an operational team
- Experience of working in a retail or eCommerce environment
- Experience of working with suppliers
- Experience of delivering multiple priorities through critical path management

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