

Job title: Merchandiser

### Core information

Location: London head office ▾ Hybrid working ▾		Line of Business or Shared Capability Area: John Lewis Commercial
Reports to: Merchandising Manager		
People Management: Yes ▾ Assignment Management: Yes ▾		
Partnership Level: Partnership level 6		Manager's Partnership level: Partnership level 5
Number of direct reports: Up to 6		Partnership level(s) of direct reports: Partnership 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

You will be a highly experienced, analytical and commercial Merchandiser, who uses their broad expert knowledge to plan and optimise the best range for customers within your category.

Your remit will be to deliver agreed KPIs including; sales, profit, stock, skus, availability, margin and risk management. You will maximise opportunities as they arise and lead the in-season trading to potentialise the outcome for both customers and your category.

You will analyse commercial inputs to develop, with the Buyer, the best range of products supported by effective and comprehensive range planning and pricing architecture to deliver market leading assortments.

You will be People Manager of your category team's Merchandising Assistants, creating the conditions for them to thrive, and balancing their focus and priorities as required.

You will be expected to manage an assortment of high strategic importance and/or complexity within your category that achieves strong customer satisfaction. You may be asked to have oversight over the roll-up of other offices within your Category.



### Primary Outcomes & Accountabilities

- 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.
- You will be accountable for accurately planning and forecasting sales, stock, profit and SKUs for the Merchandising Manager L5 and Trade Planning team.
- You will be accountable for the commercial and customer success of a product range through range planning and agile in-season trading, using analysis and reporting from Product Operations.
- Through your Merchandising Assistants you will manage the flow of stock for your office, controlling inventory levels and open to buy. You are accountable for maximising availability across channels whilst minimising inventory holding costs and other supply chain costs.
- You will work at pace and with agility within a collaborative environment with your Merchandising Manager L5, Buyer, Head of Merchandising, Supply Chain, Trade Planning, Sourcing, Trading & Product Operations teams, Design and Product Technology. Externally you will hold a strong relationship with your suppliers and Brands.
- You will be accountable for forecasting assortment Sales, Stock and Margin KPIs, deciding Open To Buy parameters that meet commercial and customer targets. In collaboration with Buying, you will need to make season trading and volume decisions along with the commercial terms and product lifecycle with the suppliers.
- You may on occasion, be asked to roll up Category wide analysis in support of Head of Buying and Head of Merchandising.
- You may need to deputise for your Merchandising Manager L5 when appropriate.
- Team Management and Development:
  - Foster a collaborative and high-performance team culture, providing leadership and guidance to the buying team.
  - Support the professional development and growth of team members, ensuring a skilled

### Measures of success

#### Margin/Controllable Contribution:

Monitor and optimise margin performance, ensuring profitability while effectively managing controllable costs.

Implement strategies to maximise controllable contribution across the category, driving overall financial performance.

#### Sales Revenue Growth:

Drive sales revenue growth through effective assortment planning and promotional strategies, resulting in increased revenue.

#### Cash Flow and Inventory Management:

Maintain healthy cash flow by efficiently managing purchasing and inventory replenishment strategies.

Optimise inventory levels to prevent overstocking or stockouts, ensuring optimal cash flow and operational efficiency and healthy stock.

Communicate plans and work collaboratively with Commercial Planning to deliver.

#### Availability:

Ensure optimal stock availability across the category to meet customer demand and minimise stockouts.

#### Cost of Goods Sold (COGs) Optimisation:

Analyse and manage COGs to ensure competitive pricing while upholding quality standards.

Implement cost-saving initiatives to enhance profitability without compromising product quality.

#### Reduction in Stock Loss & Returns:

Implement measures to reduce stock loss and Returns, optimise inventory management practices, resulting in decreased product stock loss.

#### Speed to Market:

Improve speed to market for new products and assortments, ensuring timely launches and responsiveness to market trends.

#### Improvement in Partner Net Promoter Score (NPS):

Monitor Partner NPS to gauge satisfaction levels with product assortments and buying decisions.

Implement feedback mechanisms and initiatives to improve



and motivated workforce capable of achieving departmental objectives

- You will be People Manager to your team's Merchandising Assistant partner/s. Providing Coaching, development and feedback.
- You will complete the following tasks:

- Accurately forecast sales, stock, profit and SKU forecast each season, by channel for Merchandising Manager L5.
- Manage assortment Weekly Sales Stock Intake (WSSI) incl. availability and stock levels, identifying and handling gaps between forecasts and trading actuals.
- Forecast Balance To Achieve across commercial KPIs for the assortment each month in collaboration with the Buyer, for the Merchandising Manager L5.
- Manage Open to Buy (OTB), options and stock plans for assortment, whilst supporting operational efficiency through planning the flow of stock.
- Manage product lifecycle from launch through to exit of product ranges.
- Alongside Buyer, sign off product ranges and branch grading proposals with Merchandising Manager L5, and Head of Merchandising & Buying when required.
- Collaborate with Buyer to prepare, and share Standardised Range Plan in line with critical path, to hand over to Product Operations Team.
- Set and share a clear framework of OTB, Line Cards and WSSI with Merchandising Assistant/s for order raising, management, channel forecasts are applied to drive replenishment.
- Work with Merchandising Assistant/s to capitalise on commercial opportunities, control stock levels, and manage delivery schedules within agreed targets whilst delivering KPIs.
- Support Merchandising Assistants in collaborating with suppliers to review production plans (ensuring in place pre season, resolving issues as they arise).

partner satisfaction and loyalty.

#### **Expansion of Market Share:**

Monitor market share metrics and implement strategies to gain market share within the category, increasing competitiveness.

#### **Efficiency and Standardisation:**

Champion standardisation and efficiency in ways of working, supporting cross-category programmes, resulting in streamlined processes and improved productivity.

#### **Team Management and Development:**

Foster a collaborative and high-performance team culture, providing leadership and guidance to the Merchandising team.

Support the professional development and growth of team members, ensuring a skilled and motivated workforce capable of achieving departmental objectives.

### **Skills**

- **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.
- **Data Analysis**
  - Evaluates and analyses different types of complex data objectively and sees patterns and meaning to establish the key relevant facts. Uses this thinking to make credible recommendations to inform critical decision making.
- **Commerciality**
  - Demonstrates a passion for and breadth of knowledge of Retail, including our own business model; competitors, and wider industry, economic and political challenges.
- **Customer Centricity**
  - Understands the end to end customer journey and puts every customer, both internal and external, at the heart of everything we do.
- **People and Team Management:**



- Team management skills to inspire and motivate team members, foster a collaborative and high-performance culture, and drive continuous improvement.
- Effective delegation and workload prioritisation to empower team members and achieve business objectives collectively.

### Qualifications & Experience (where applicable)

#### Essential

- Proven experience in Forecasting & Planning, WSSI management, influencing & stakeholder management.
- Minimum of 2 Years' Experience in Merchandising:
- Demonstrated expertise in merchandising practices, including assortment planning and stock management.
- Experience in a variety of Category Areas:
- Strong Analytical and Numerical Skill.
- Advanced proficiency in Microsoft Excel or similar analytical tools.
- Strong Communication and Presentation Skills
- Understanding of Retail Operations and Supply Chain Management
- Proactive Approach to Learning and Development:

#### Desirable

- Previous relevant category experience
- Advanced in MS Excel & Google Sheets including PivotTables, VLOOKUP, INDEX/MATCH and Data Tables
- Tableau adoption

Version	Created/updated by	Date
v1	Radek Palinowski	26/06/2024
v1.1	Lorna Davidson	19/07/2024