

Job title: Transport Operator - JL Primary Transport

Core information

Location: JL Primary Transport, based at Magna Park or Northampton.	Lines of business or shared capability area: John Lewis
Reports to: Transport Section Manager	
People Management: No ▾	
Assignment Management: No ▾	
Partnership Level: Partnership level 9 ▾	Manager's Partnership level: Partnership level 8 ▾
Number of direct reports: 0	Partnership level(s) of direct reports: Please select ▾ 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

Responsible for managing Partnership and agency Drivers over a 24 hours a day, 7 day a week transport operation. Maintaining full compliance under current EU driving regulations and the Working Time Directive. Ensuring achievement of productivity targets, agreed key customer service levels and key performance indicators within cost targets. To ensure health and safety procedures are adhered to. To ensure Partners and agency drivers are treated fairly and with respect. To deputise for the Transport Section Manager in their absence

Primary Outcomes & Accountabilities

To Brief and debrief Partnership and agency drivers at the start and end of their shift.

Contribute to a high performing branch culture that is underpinned by the Partnerships' values and Purpose .

Ensure departmental & Partnership processes complied with.

Measures of success

All Paragon tasks completed as required and to the standard required.

All Administration tasks are completed to timescales and standards required.

Minimum service level to all customers of 95 %

Annual compliance audit - achieve green in all areas

Driver hours and work record managed using all available



<p><i>Ensure all administrative tasks are completed on time and to the required standards.</i></p> <p><i>To work within all other locations and within other functional areas as requested.</i></p> <p><i>Liaise with warehouse teams to ensure on time load completion.</i></p> <p><i>Manage all vehicle types ensuring they are presented to vehicle maintenance workshops for inspection and MOT.</i></p> <p><i>Manage general office and associated areas whilst ensuring good housekeeping and standards of tidiness are maintained.</i></p> <p><i>Effectively manage department resource and optimise the use of establishment hours, encouraging Partner flexibility to deliver efficient delivery of the Transport operation</i></p> <p><i>Assist Transport Section Managers with tasks as required.</i></p> <p><i>Ensure effective, timely communication to all stakeholders within required timescales.</i></p> <p><i>Contribute to a safe working environment</i></p> <p><i>Apply health and safety management standards evenly and effectively across the department, thus creating and enabling a safe working environment and also meeting any legislative requirements indicated by the products and/or equipment you work with</i></p> <p><i>Develop and communicate ideas to all management levels to improve Partner engagement survey scores</i></p> <p><i>Motivated to drive self development using all available resources to achieve success</i></p> <p><i>Maintain an active Personal Development Plan (PDP) to achieve your agreed objectives, both 'business' and 'personal'</i></p> <p><i>Mentor peers across the network to ensure that best practice is shared</i></p>	<p>applications</p> <p>100 % on time departure</p> <p>Operation delivered against budget</p> <p>Maximise resource utilisation covering fleet & Partner</p> <p>Accuracy of reporting and information.</p> <p>Partner engagement survey results</p> <p>Feedback from contractors / 3rd parties and other Partners.</p> <p>Mandatory training up to date</p> <p>Partner Opinion Survey improvement</p> <p>Appraisal rating</p> <p>Active Personal Development Plan (PDP)</p> <p>Personal Absence <3%</p>
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Participate fully in the branch and Partnership's unique co-ownership culture, embracing the Partnership purpose and demonstrating it in your own behaviours.

Skills	
Ownership responsibility	
Setting priorities	Sets clear priorities and reviews regularly, proactivity anticipating changes and adapting priorities accordingly
Continuous improvement (CI)	Consistently demonstrates a continuous improvement mindset
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
Embracing change	Seeks and embraces opportunities for change, demonstrating agility through ambiguity and uncertainty.

Qualifications & Experience (where applicable)

Essential

Excellent numeracy and literacy skills.

Excellent communication skills

Previous Supply Chain experience

Previous transport experience

High degree of attention to detail and accuracy.

Desirable

Good working knowledge of IT systems (Email / MS office)

Manager CPC qualification

Familiar with vehicle telematics systems, preferably Microlise.

Familiar with transport planning and execution systems preferably Microlise or Paragon

Familiar with transport compliance software particularly FTA vision.

Familiarity with fleet management software particularly JAMA.

Version	Created/updated by	Date
1	Stuart Cooke	05/04/24