

Job title: Customer Assistant (TOPSHOP secondment), John Lewis

### Core information

<b>Location:</b> Shop/site ▾ JL Shop	<b>Lines of business or shared capability area:</b> John Lewis Retail / Shops
<b>Reports to:</b> Team Manager	
<b>People Management:</b> No ▾	
<b>Assignment Management:</b> No ▾	
<b>Partnership Level:</b> Partnership level 10 ▾	<b>Manager's Partnership level:</b> Partnership level 8 ▾
<b>Number of direct reports:</b> N/A	<b>Partnership level(s) of direct reports:</b> 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

**As a Partner and Customer Assistant for TOPSHOP,** you are passionate about the success of the Partnership, acting as an ambassador for the John Lewis brand and your shop. You will work collaboratively with your colleagues, Service & Selling Coaches and leaders ensuring the Customer is at the heart of everything we do, to support our John Lewis & Partners ambition. You will ensure customers love every interaction on every visit, ensure they have a great shopping experience, leaving them happy and will convert those Customer conversations into sales.

You will deliver brilliant retailing through exceptional standards of display, availability and cleanliness. You will demonstrate a flexible, agile and positive can-do approach to your work using the skills and knowledge you have gained. You support the John Lewis & Partners ambition to provide complete solutions for Customers, through matching the best products and services to every Customer's needs.

Your service standards will reinforce the John Lewis difference, and enable you to build additional sales. Knowing your customers and stock will enable you to provide a consistent outstanding customer experience every time, supporting customers with outfit building and understanding seasonal trends.

You will continually look for opportunities to improve both as an individual, as a team and as a business, embracing new technology and evolving ways of working to ensure continuous improvement in all that we do, whilst ensuring that these are achieved through correct process and compliance adherence. You work with your colleagues to deliver the Shop and Brand priorities, achieving and surpassing the targets set, recognising that 'how' this is achieved is just as important as 'what' we achieve.



You will take responsibility for and drive your own learning and self-development actively engaging with your coaching community, whilst playing an active role in your shop in a co-owned business which is part of a local community.

You work alongside your colleagues and other Brand Sponsored Partners in the shop and across the estate, taking time to provide peer to peer support and feedback to develop not only your own skills and capabilities, but also your peers. By role modelling the Partnership Behaviours, you demonstrate why our co-ownership model is a better way of doing business. You ensure you and your colleagues have a voice, that ideas are listened to, increasing Partner's influence on the business and improving the Customer and Partner experience.

### Primary Outcomes & Accountabilities

Deliver engaging, market leading customer experiences by putting the customer at the heart of everything. Proactively acknowledge. Take the time to identify customer needs and expectations, matching those with personalised solutions. Ensure customer needs are consistently met, and customer queries or complaints are resolved.

Ensure every Customer has the opportunity to engage directly with our brand and the Brand you support through personalised and social marketing - #wearepartners, email sign ups, myJL.

Deliver excellent standards of display, availability and cleanliness. Maintain and recover shop floor standards throughout the day and work collaboratively as one team with Customer Assistant Partners to ensure excellent execution of shop floor standards and an inspiring shopping environment for your mat.

Achieve sales targets by actively selling TOPSHOP, utilising all channels to secure sales and ensuring all processes are carried out correctly to minimise loss to our business.

Be aware of your best sellers and sales performance and of upcoming promotions and newness such as seasonal changes.

Own your TOPSHOP mat, delivering consistent performance and supporting fulfilment duties in:

- Replenishment to drive availability.
- Maintain accuracy in stock movement activity ensuring correct processes are adhered to.
- Execute high levels of ticketing standards through the use of correct technology and solutions.
- Play an active part in supporting with effective and accurate stock counting activity to ensure overall stock accuracy.
- Implement merchandising guidelines for TOPSHOP to deliver our Brand Visual Strategy.
- Align to Brand guidelines, consistently maintaining shop floor standards

### Measures of success

- Achieve the business service standards and demonstrate passion for customer and product knowledge
- Demonstrate individual contribution towards achieving agreed targets including:
  - Customer
  - Partner
  - Sales & Shrinkage
  - Financial Services (JL Money)
- Feedback from Customers, Coaches, Leaders, 3rd parties, and other relevant stakeholders.
- Provide evidence of selling across all channels
- Provide evidence of demonstrating flexibility
- Active and relevant Personal Development Plan with business and personal goals that link to maximising new and exciting learning opportunities
- Provide evidence of correct process adherence and following business procedures, mandatory training completed on time.



- Create inspirational spaces that entice customers to buy.
- Work in collaboration with Visual Merchandising Partners.
- Use commercial and trend awareness to drive sales through considered product placement and visual acumen.

Maintain the necessary business dress and hygiene standards

Ensure your knowledge of systems, processes, procedures and product knowledge is up to date.

Maximise productivity in any task you undertake, helping to drive commercial performance by offering ideas for continuous improvements.

Be aware of and provide effective support to deliver key business and customer initiatives, events, specialist services, and existing and new propositions, where required.

Take personal responsibility for complying with process and Shop Operating Procedures and ensuring your training is up to date.

Play an active role as a co-owner in the Partnership.

#### Skills

- Customer Engagement
- Product & system Knowledge
- Sales closing
- Agile learning
- Ownership responsibility

#### Qualifications & Experience (where applicable)

##### Essential

- Basic IT Literate
- Strong communication skills

##### Desirable

- Customer facing selling or service environment
- Operational, stock control or distribution environment
- Merchandising and Presentation

Version	Created/updated by	Date
1.0	Richard Oughton	September 2025