

TEAM MANAGER (JL/WR)

Location: Based in one of our John Lewis or Waitrose shops	Profession: Customer Service
Reports to: Branch Manager or Deputy Branch Manager	
People Management: Non Management Partners Assignment Management: N/A	
Role description (critical purpose) <p>As a Team Manager you will support your leadership team to ensure that every customer that visits or interacts with your shop, has an exceptional service experience, through the creation of a seamless customer shopping journey.</p> <p>You will be an outstanding specialist in people and will lead, inspire and develop your Partners, enabling each of them to reach their full potential.</p> <p>You will maximise every sales opportunity and commercial result through exemplary leadership, optimising profit and the operational success of your shop and be accountable for the results in our delegated areas of focus.</p> <p>You will lead the shop in the Branch Manager's absence, ensuring that you deliver excellent commercial, operational and people leadership for the whole operation as well as your specific areas of focus.</p>	
Role principles <p>Through your Profession you will have the opportunity to develop and stretch personally and professionally to achieve your potential.</p> <p>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.</p> <p>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.</p> <p>To act in accordance with the Partnership's Constitution to ensure the success of the Partnership through a better way of doing business.</p>	
Primary Outcomes & Accountabilities <p>You will manage the customer journey, ensuring Partners deliver excellent retail standards, that customers have a positive experience at every touchpoint and that their end to end shopping experience is world class.</p> <p>You will manage the execution of the brand presentation ambition, ensuring that the brand vision and standards for service, services and third party operations are all achieved.</p> <p>You will lead and empower your Partners to deliver outstanding customer service in your delegated area of responsibility and across the whole shop, through role modelling outstanding service in everything you do.</p> <p>You will manage the branch impact and involvement in the community, ensuring brand awareness is optimised, customers experience the brand through multiple channels and the brand has a positive impact on its trading environment. You will proactively support Partners to act as brand ambassadors, demonstrating knowledge of our products, the Partnership, our values and third party services.</p>	Measures of success <p>Customer satisfaction measures</p> <p>Key commercial targets</p> <p>Safe and legal trading KPIs</p> <p>Partner satisfaction measures</p> <p>Partner lifecycle KPIs</p> <p>Active talent pipeline in place</p> <p>Democratic Vitality</p> <p>Stakeholder and 360° feedback</p>

<p>You will role model being an outstanding specialist in people, providing an</p>	
<p>exemplary people management experience for your Partners. You will manage the Partner experience and ensure Partners meet their maximum potential, through full adherence to Partner lifecycle activities including D&G, talent and performance management.</p> <p>You are responsible for hearing and acting upon the voice of Partners ensuring democratic vitality is thriving and vibrant in your shop. You will share your knowledge, experiences, ideas and opinion to improve the Partnership, speaking honestly, whilst supporting Partners to do the same.</p> <p>You will be responsible for ensuring delivery of the Diversity & Inclusion strategy in your shop and supporting the health and wellbeing of your Partners.</p> <p>Through the development of a clear resourcing strategy, you will ensure the recruitment of Partners that have the capability, aspiration and passion to deliver outstanding service. You will recruit and develop a diverse and inclusive Partner team for your shop which is reflective of the community in which you trade.</p> <p>You will support in creating an environment where Partners are recognised and rewarded through pay for performance</p> <p>You will engage and lead Partners in delivering and embedding change consistently and effectively within the shop, demonstrating personal resilience and supporting your team through change.</p> <p>You will manage and optimise the commercial performance of the shop, including third party operations, driving the overall sales performance, cost efficiency and productivity. You will deliver commercial improvement and ensure all measures are achieved in your delegated areas of focus - these areas will be agreed with your shop leader recognising the particular characteristics of your shop.</p> <p>You will manage the planning and execution of all aspects of the shop operation including major trading peaks, business planning and the financial targets.</p> <p>You will be responsible for the operational performance of your delegated area of focus, contributing to the overall success of all shop metrics and operational procedures, ensuring a safe and legal trading environment.</p>	

Skills	
<p>Builds Effective Teams</p> <p>8</p>	<p>Builds high performing teams through integrating a diversity and blend of skills and personalities and supporting a trust based environment. Empowers the team to achieve success with a shared sense of purpose and clarity on team goals. Is sensitive to the diverse needs and cultural differences of individuals in the team. Treats all people with respect and inclusivity.</p>

Recognises Talent and Develops Others*	Is a specialist in people, being fully inclusive in identifying potential and talent in others. Enables and empowers Partners to grow and develop in capability and knowledge to build their confidence, whilst making no assumptions about their capability. Supports Partners in their career aspirations to do more, do different, do better. Is adept at using their judgement confidently when it comes to holding regular performance conversations with Partners.
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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.
Commerciality*	Demonstrates an innate passion for and understanding of Retail. This includes knowledge of our competitors and the wider social, political and economic factors which impact our business. Understands the Partnership business model and our integrated objectives and uses this understanding to make well informed decisions that support key business objectives.
Customer Centricity	Puts every customer, both internal and external, at the heart of everything, and understands the Partnership ambition to offer differentiated service that is aligned to our Values. Understands that they are empowered to deliver incredible service for every type of customer with whom they interact and acts on this every time in every environment.

*denotes core skill to be used in selection

The six Assessment Criteria for Resourcing most relevant to this role are:

- Customer & Performance Focus*
- Empowered Partner*
- Planning & Delivering Excellence
- Agility & Resilience
- Unlocking Potential
- Communicating & Influencing

*denotes core capability to be used in selection

Qualifications & Experience

Essential

- Duty trained
- D&G trained (inc. Independent Notetaker) - experience desired but may be acquired if new to role
- Hiring Manager trained - experience desired but may be acquired if new to role
- Customer Service Lead trained
- Regulatory Compliance Management (as required)
- Intermediate Food Hygiene (JL - where the delegated responsibility covers Catering/Hospitality, WR - where fewer than 2 DBMs exist in structure)
- Personal Licence Holder (JL - where the delegated responsibility covers Catering/Hospitality or Gift Food)

Desirable

- Experience in a fast paced customer centric leadership role, responsible for large teams and unit performance metrics.
- A proven track record as a specialist in people and driving a culture of empowerment with large teams.
- A proven track record of successful identification and delivery of commercial opportunities and outcomes.
- Digital capability
- Personal Licence Holder
- Intermediate Food Hygiene

Version	Created/updated by	Date
1.0	Hannah Holt	16 June 2021
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1.3	Hannah Holt	25 June 2021
1.4	Hannah Holt	06 July 2021
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APPENDIX DOCUMENT: INTERNAL USE REQUIREMENTS ONLY for People teams

Partnership Level: xx Manager's Partnership level: xx
Job Family Group: Job Family:
Pay range/Compensation Grade Profile:

Vetting required? (Yes or No)

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