

Senior Warehouse Partner - Waitrose Distribution

Location:

Reports to: Warehouse First Line Manager

John Lewis Partnership overview:

We believe the John Lewis Partnership is a better way of doing business. The Partnership is the UK's largest employee-owned business and home to our two cherished retail brands - John Lewis & Partners and Waitrose & Partners. Everything we do is powered by our unique purpose, which puts the happiness of Partners at our core through worthwhile and satisfying employment. And every one of us is obsessed with inspiring and delighting our customers through outstanding quality products and food and unrivalled service because for us, it's personal. There are five values we look for in a great Partner:

1. DO RIGHT - We act with integrity and use our judgement to do the right thing
2. WE NOT ME - When we work together, anything is possible
3. BE YOURSELF, ALWAYS - We're quirky, proud and at our best when we're free to be ourselves
4. ALL OR NOTHING - We put everything we have into everything we do
5. GIVE MORE THAN YOU TAKE - We all put more in so everyone gets more out

Purpose:

As a leader in our business your number one focus is to challenge and empower your teams and others to create more value for our customers and our business.

Support the on shift Warehouse First Line and Shift Managers in the delivery of the service level agreements to the agreed standards, ensuring the best possible service is provided to our customers, with the aim of exceeding customer expectations. To cover in the Absence of an FLM.

In addition to the main Warehouse Partner Job Description, Senior Warehouse Partners will also be responsible for performing the roles and responsibilities as detailed below.

You will have the opportunity to develop and stretch personally and professionally to achieve your potential.

Primary accountabilities and deliverables	Measures of success:
<ul style="list-style-type: none"> ● Partner deployment - Prioritise work and direct Partners appropriately to ensure all required tasks are completed. ● Support the delivery of the operational plan by acting as the task expert/specialist and supporting other Partners in their roles through coaching and mentoring. ● Support effective communication between managers and Partners, between and across Warehouse teams on site. ● Be proactive in seeking out opportunities to improve the operation and drive customer service standards, supporting the implementation of any changes. ● Lead by example and guide Partners to embrace teamwork, in a manner consistent with Partnership principles and Partner Commitments. ● Provide Process training on the job to Warehouse Partners and Agency. ● Act as a buddy to all new starters and agency on shift. 	<ul style="list-style-type: none"> ● Key Customer service levels and SMVs/pick rates achieved. ● Standards and Procedural compliance. ● Ensure all processes and procedures are adhered to. ● Customer Service standards. ● To work within agreed targets and support all departments. ● All reporting procedures adhered to. ● Accidents and injuries kept to zero or minimal. ● Knowledge of operational changes and procedures and an awareness of the Business plan. ● Partnership principles and ethos followed at all times.

<ul style="list-style-type: none">• Review Information Reporting systems and follow up on concerns, shortfalls or opportunities.• Provide an effective handover on completion of role.• Provide immediate feedback and coaching to Partners where appropriate.• Take on extra responsibilities as delegated by Management.• Deal with any situations that arise, and protect the overall integrity of the operation.• Provide structured feedback to management, following up on operational tasks and issues via the First Line Manager.• Ensure all legal, Health and Safety and operational Procedures are adhered to at all times.• Support the Management with the delivery of the Business plan.• To support a culture of continuous improvement Across the department.• Implement new projects that will improve operational efficiency.• Monitor performance of Agency staff, liaise with Agency Supervisors and arrange additional training and support as required.	<ul style="list-style-type: none">• Personal Training records and all other Personnel procedures adhered to.• Accidents and injuries are reported and recorded on PIMS.
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Essential qualifications:	Essential experience:
<ul style="list-style-type: none">• N/A	<ul style="list-style-type: none">• Experience in working in a Warehouse environment• Mechanical Handling equipment experience• A good understanding of Health and safety legislation• Notetaker experience

This role would suit someone who:
<ul style="list-style-type: none">• Assertive• Able to motivate Partners to deliver day to day standards• Able to identify issues and provide solutions• Is confident with managing under pressure and in challenging circumstances• Creates solutions, makes recommendations and gets buy-in to delivering those• Sees things through the eyes of the customer• Is observant with an attention to detail• Uses initiative• Is approachable and a good communicator• Builds rapport with Partners, customers and visitors• PC and numerically literate• Has the ability to accept, adapt to and manage change• Is a confident communicator

Partnership Level: L10
Manager's Partnership level: L8
Number of direct reports: N/A

Partnership level(s) of direct reports: N/A

Vetting required? (Yes or No)

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Version control

Version	Created/updated by	Date
2.0	Andrew Walker - DSM	17/01/2022
2.1	Andrew Walker - DSM	08/02/2022