

Job title: Physical Estate Support

Core information

Location: Mobile ▾	Lines of business: Waitrose Retail
Reports to: Retail Physical Estate Specialist	
People Management: No ▾	
Assignment Management: No ▾	
Partnership Level: Partnership level 8 ▾	Manager's Partnership level: Partnership level 7 ▾
Number of direct reports: 0	Partnership level(s) of direct reports: 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 and Waitrose, 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

Our 12 month Waitrose Retail Industrial Placement programme offers a unique and comprehensive experience designed to develop the next generation of leaders in Waitrose Retail. Over 12 months, IPs will gain experience in our Retail Physical Estate function, this is a Head Office role within the Retail Support Centre. The programme has been crafted to give IPs an in depth understanding of our Waitrose expansion ambition in this exciting and rapidly evolving retail environment.

Our unique Partnership difference and approach to business will enable you to get the most out of your Industrial placement. Our programme combines hands-on experience with real projects and on-the-job learning and development in our retail environment. During the programme, we will support you in developing your skills and capabilities so that you can be at your best, offering a range of learning and development opportunities, including coaching, mentoring, workshops, online learning, peer learning, and other unique opportunities that will stretch you.

During your year with us, you will have the opportunity to translate the skills and knowledge you have learnt from your studies into the workplace. You will have the opportunity to develop and stretch personally and professionally to achieve your potential.

As a Partner in Retail, you're accountable for retail excellence with a relentless connection to customers and shops alike, dedicated support for today's demands, and visionary strides to shape, optimise, and revolutionise the future of retail. Rooted in adaptability, driven by a continuous improvement mindset, and fueled by a commitment to getting it right the first time, our Retail Support Teams are the dynamic force steering a thriving and innovative retail ecosystem of John Lewis Partnership.

As a Support Partner, your crucial role involves providing unwavering support, fostering collaboration, and adapting to the dynamic retail landscape. Embracing continuous improvement, your flexibility and proactive approach, ensuring sustained

excellence and contributes to team resilience.

As a Retail Physical Estate Support, you will support the Retail Physical Estate Specialist with administrative tasks associated with planned projects in order to ensure smooth on site implementation. You will physically oversee and manage the delivery of phases of work in shops, ensuring they are fit to trade after the delivery of each phase of the project. You will use appropriate tools to enable the delivery of work and collaborate with shops to ensure that they are fully aware of the plans and timeframes and their own responsibilities to support implementation. You will manage the agency team leaders, contractors, and shop Partners when on site to ensure the delivery of the phases of work. The role will require extensive travelling and flexible working patterns (including nights and weekends & potentially public holidays) and you should expect a significant number of intensive weeks away working on site in order to provide a nationwide support function.

The Partnership supports agile and flexible working practices, such as when, where and how we work. We have several ways to work flexibly, including part-time, flexible or compressed hours, and job sharing. The retail support centre also supports a hybrid working approach.

In the John Lewis Partnership, we celebrate diversity and inclusion and are committed to becoming the UK's most inclusive business, reflecting and connecting with the diverse communities that we serve.

Primary Outcomes & Accountabilities

Behaves in line with the Partnership's purpose and democratic principles, promotes co-ownership to customers and each other, and shows that we're a better way of doing business.

Share knowledge, experiences, ideas and opinions 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 differently. Continuously engage with and actively contribute to your Profession.

Takes responsibility for actively engaging with change.

You will play an active role as a co-owner in the Partnership.

In Retail Physical Estate you will become accountable for:

- Managing the on site implementation of physical estate changes into shops, supervising the agency teams and on site contractors to complete all merchandising changes.
- Ensuring all works are completed on time and shops open fit to trade after each phase of the project.
- Supporting the Retail Physical Estate Specialists to complete detailed phasing of projects to minimise operational and customer disruption
- Carrying out required assortment, equipment, POS and housekeeping changes to protect the customer experience during physical changes.
- Ensuring shops understand what is required of them

Measures of success

Delivery of all agreed Customer, Partner, Financial and Operational metrics as agreed with your People/ Task Manager

Key commercial targets

Safe and legal trading KPIs

Partner satisfaction measures

Delivery of all agreed Customer, Partner, Financial and Operational metrics as agreed with your People/ Task Manager

Effective resolution of identified issues, escalating to agreed requirements

Accurate and timely completion of projects

Risks to BAU operations are understood and minimised.

Feedback from key stakeholders

In order to stay connected to our Shops and customers, you are required to spend at least 1 day per month at a Waitrose shop and support with a minimum of one week's worth of Helping Hands during peak trading times



<p>at each stage of the on site works.</p> <ul style="list-style-type: none"> - Working collaboratively with other Partners in Retail to deliver the Retail vision and objectives. - Consistently spending time in shops, working with Partners and serving our customers, understanding opportunities and risks within our shop operating model. 	
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<p>Skills</p> <ul style="list-style-type: none"> ● Personal Resilience ● Agile approach ● Relationship Building ● Continuous Improvement ● Outcome Focused
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<p>Qualifications & Experience (where applicable)</p>
<p>Essential</p> <ul style="list-style-type: none"> ● Demonstrate a genuine passion and interest in grocery retail ● Demonstrate the ability to be able to solve complex problems and take a new perspective on existing solutions ● Have a focus on continuous improvement ● Be curious, creative and analytical ● Keep the customer in mind in identifying and developing solutions ● Be a team player ● Be flexible and adaptable ● Strong written and verbal communication skills ● Digital literacy ● Strong organisation and time management skills ● Experience working in customer focussed retail role <p>Mobility - This role will require travel across the UK</p>
<p>Desirable</p> <ul style="list-style-type: none"> ● Full UK Driving Licence ● Demonstrated leadership experience either professionally or through extra-curricular activities, volunteer work or prior employment ● Project Management skills ● Networking skills ● Experience of remote working, Retail operations background and management experience

Version	Created/updated by	Date
1.0	Ross Borthwick	10/01/2025