

## Online Trading Operations &amp; Campaigns - Industrial Placement

<b>Location:</b> Bracknell, with blended working with 2+ days onsite	<b>Profession:</b> Online Trading
<b>Reports to:</b> Online Trading Operations Specialist (6 months), Online Trading Planning & Performance (6 months)	
<b>People Management: N/A</b> <b>Assignment Management: N/A</b>	
<p><b>Job description (critical purpose)</b></p> <p>This role comprises 2, 6 month placements within the Online Trading Team.</p> <p>The Online Trading Operations Specialist placement is at the front line for day to day trading operations and its processes including online campaigns and events. The role makes certain, key process handoffs are known, understood and the effectiveness is reviewed and challenged. Working with the Online Trading Operations Specialist, the role will help oversee the operational processes between a number of 3rd parties that service Waitrose online trading needs, including our offshore operations team, online reviews and product data/images..</p> <p>The second placement, within the Online Trading Planning &amp; Performance team will focus on providing administrative and operational support to the Online Trade Campaigns and Performance teams, supporting in the delivery and analysis of online campaigns and Key Space across Waitrose channels. The role will assist in the briefing of online campaigns in line with the critical path, coordinating input from across the Online Trade team to ensure briefs have an Omni view, are completed end-to-end and cover all channels, delivering a cohesive customer first approach. This will include monitoring and supporting with analytics throughout the campaign lifecycle, reviewing and recording competitor activity.</p> <p>This placement requires the candidate to be highly organised, commercially astute and analytical - the role is responsible for making sure the key processes are documented and continuously adjusted as needed, as well as communicated regularly to a broad set of stakeholders; and will involve using influencing and stakeholder management skills across Online, Commercial and Customer. The role is accountable for monitoring the efficiency and quality as well as the execution of those processes to check for efficiency, quality and cost control.</p> <p>Using a mix of your creative and analytical skills and with customer centricity at the heart of what you do, you will also work with the Commercial Customer Journey lead to provide timely, clear and comprehensive end to end commercial customer journey maps for key events and missions.</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><b>Primary Outcomes &amp; Accountabilities</b></p> <p><u>Trading Operations (6 months)</u></p> <ul style="list-style-type: none"> <li>Assisting in the planning of 3rd Party workload.</li> <li>Day to day SLA management from 3rd parties.</li> <li>Product customer journey documentation.</li> <li>Attending periodic (weekly/monthly) reviews for trading 3rd Party relationships.</li> <li>Stakeholder for Commercial teams on new line and promotional process work.</li> <li>Assisting in the timely and accurate delivery of customer journey maps for key campaigns.</li> </ul> <p><u>Planning &amp; Performance (6 months)</u></p> <ul style="list-style-type: none"> <li>Assist in setting up campaign elements in relevant systems.</li> <li>Collect and compile data related to campaign performance and Key Space to optimise live elements and inform future briefs.</li> <li>Prepare reports and presentations on campaign activity and results to support PIRs.</li> <li>Coordinate with internal teams to gather assets and information.</li> <li>Maintain campaign documentation and trackers.</li> <li>Support the team with administrative tasks as needed.</li> </ul> <p><u>General</u></p> <ul style="list-style-type: none"> <li>Act in accordance with the Partnership's purpose and democratic principles, constructively participating in co-ownership, and demonstrating to customers and each other that it is a better way of doing business. Share your knowledge, experiences, ideas and opinion to improve the Partnership, speaking honestly and frequently.</li> <li>Invest in your personal and professional development to achieve your potential, by doing more, doing better, or doing different. Continuously engage with and actively contribute to your Profession.</li> <li>Take responsibility for actively engaging with change.</li> </ul>	<p><b>Measures of success</b></p> <ul style="list-style-type: none"> <li>Service level agreements are met</li> <li>Prioritisation of process development ensuring quality and efficiency as well as shared understanding of ownership in the right places</li> <li>Documentation and training for existing processes.</li> <li>Template / process for the development and introduction of new processes.</li> <li>Activities carried out on time and to the agreed standard</li> <li>Successful delivery of campaigns</li> <li>Competitor awareness and records of activity</li> <li>Active trading of the homepage</li> <li>Swift resolution of Media issues</li> <li>Stakeholder feedback (Managers, Peers, Team, Stakeholders, Suppliers)</li> </ul>
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<p><b>Skills</b></p>	
<p>Commericality</p>	<p>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.</p>
<p>Communication</p>	<p>Excellent communications skills, verbal and written</p>
<p>Task Prioritization</p>	<p>Plans and reviews workload regularly to prioritise 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.</p>

Stakeholder management	Identifies who is impacted by or involved in your goals/objectives and therefore who is key to achieving the desired successful outcomes. Understands the motivations and priorities of these stakeholders and takes these into account in order to build and manage sustainable relationships. Can anticipate potential challenges stakeholders may bring and puts plans in place to achieve collaboration.
Data driven decisions	Ability to combine data and analysis to find meaning in and increase understanding of a situation, resulting in some competitive advantage for the business

<b>The six Assessment Criteria for Resourcing most relevant to this role are:</b>
Customer & Performance Focus Empowered Partner Planning & Delivering Excellence Collaborating & Supporting Creativity & Innovation Communicating & Influencing

<b>Qualifications &amp; Experience</b> <b>Essential</b> <ul style="list-style-type: none"> <li>Strong oral, written and presentation skills including ability to communicate complex ideas in a simple way</li> <li>Numerate</li> <li>Strong planning &amp; time management skills with evidence of managing multiple tasks</li> </ul> <b>Desirable:</b> <ul style="list-style-type: none"> <li>Commercial awareness</li> <li>Digital awareness - understanding of trading online &amp; the digital environment</li> </ul>
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Version	Created/updated by	Date
1.0	Tom Davies	21/01/2026

APPENDIX DOCUMENT: **INTERNAL USE REQUIREMENTS ONLY** for People teams

<b>Partnership Level: 10</b> <b>Manager's Partnership level: xx</b>
<b>Job Family Group:</b> <b>Job Family:</b>
<b>Pay range/Compensation Grade Profile:</b>

**Vetting required? (Yes or No)**

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