

Job title: Store Concept Assistant Designer

Core information

Location: Bracknell head office ▾	Lines of business or shared capability area: Customer Directorate, Content & Design, Waitrose & Partners
Reports to: Store Concept Design Senior Manager	
People Management: No ▾	
Assignment Management: No ▾	
Partnership Level: 9	Manager's Partnership level: Partnership level 6 ▾
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

- Working closely with the Store Concept Design team to create design solutions (including interiors, equipment and graphical solutions) for new in-store developments across Waitrose and Pan Partnership formats (Core, Convenience, Food Service, Business to Business) ensuring the designs are optimised through the quality of the in-store environment created and commercial effectiveness of the store.
- Work with and learn from all of the Store Concept Design team to manifest the delivery of design concepts into store environments through the ongoing optimisation of design, planning, space utilisation and cost efficiency.
- Design recommendations need to optimise a particularly high number of elements and to balance the views of a wide range of stakeholders and have a fundamental impact on Waitrose's store environment.
- Through this role you will have the opportunity to develop and stretch personally and professionally to achieve your potential.
- 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. Head office areas also support a blended working approach.
- 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.



Primary Outcomes & Accountabilities

- 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.
- 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.
- Take responsibility for actively engaging with change.
- Work with and learn from all of the Store Concept Design team in the development and delivery of concept work, interpreting concept briefs and proposition requirements into designs.
- Working with Senior Store Concept Designers, Senior Store Concept Design Manager, and Store Concept Designers to develop areas of concept design and support developing, managing, and continuously improving processes associated with these areas eg Design Standards, publications, research/articles, competitor insight, agency reviews, finishes library.
- Demonstrate and foster up-to-date commercial, sustainable, and design awareness, including monitoring worldwide best-in-class competitor and design agency activity.
- Actively promote continuous personal development through 360 feedback and development planning.

Measures of success

- Clear design brief, timelines and costs in place for all projects.
- Proposals developed on time, to budget, to brief, following internal governance processes, to a high quality with good support from Proposition owners
- Design standards are maintained and documented appropriately
- Customer environment satisfaction
- Positive feedback from internal and external stakeholders
- Demonstrate the ability to set clear design direction and service level agreements for Internal teams and 3rd parties.
- Up to date information on competitors activity, design events and inspiration
- Partners demonstrate continuous improvement and are happy in their roles.
- PDP and ARP's in place and actively managed
- Regular 360 feedback

Skills	
Conceptual designs	Conceptual creative abilities to deliver original interior design, equipment and exterior signage ideas that differentiate Waitrose and keep it ahead of competitors leading the way in differentiating store environments.
Project and program management	Able to take responsibility for selected projects, ensuring work is delivered on time and to Waitrose brand standards and guidelines.
Omnichannel	Omnichannel understanding - capability to adapt and design new concepts that ensure an understanding of an omni channel customer and how the future physical estate will be affected by shopping across different channels (Online and Instore). Omnichannel should be front of mind.
Innovation	Future focus - demonstrates customer-driven innovation in the creation of store concept design work, keeping abreast of trends and innovation in the 3D conceptual space.
Stakeholder management	Stakeholder management - experience in managing relationships with internal and external stakeholders, including agencies and suppliers.

Qualifications & Experience (where applicable)
<p>Essential</p> <ul style="list-style-type: none"> - Design related experience in retail or marketing - Able to demonstrate commercial experience, and an excellent understanding of customer requirements - Experience in sharing design insight, with an understanding of trends in the marketplace and the ability to share this.
<p>Desirable</p> <ul style="list-style-type: none"> - Design Related degree - Experience in retail/store design based roles encompassing 3D and 2D design - Strong creative background, in-depth knowledge and practical application of interior design - Understanding of the Waitrose brand - Experience of working with 3D and 2D visualisation software to develop and communicate conceptual design i.e Sketchup, 3Ds Max, AutoCAD, or similar visualisation packages



Version	Created/updated by	Date
<i>v.0.2</i>	<i>M.Nicholson</i>	<i>07.07.21</i>
<i>v.0.3</i>	<i>M.Nicholson</i>	<i>20.01.26</i>