

Job title: Changeworks Coordinator

Core information

Location: Shop/site ▾	Lines of business or shared capability area: John Lewis
Reports to: Team Manager	
People Management: No ▾ Assignment Management: No ▾	
Partnership Level: Partnership level 9 ▾	Manager's Partnership level: Partnership level 8 ▾
Number of direct reports: None	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

As a Changeworks Coordinator, you will be the primary point of contact for all planned and reactive maintenance-related activities within the shop. You will feel inspired and empowered to seek out every opportunity to achieve the right outcomes for our customers and the wider business.

You will act as the key liaison for all in-store installations carried out by third-party contractors, coordinating their access and activity to minimise disruption and ensure work is completed to the required standard. You will act as a Health & Safety gatekeeper to ensure that all physical interventions delivered into your shop have come through the correct approval process.

You are responsible for ensuring the accuracy of all space planning information through the correct business tools and channels, diligently maintaining records as required and layouts to reflect the current shop environment.

You work closely with colleagues and stakeholders, both within and outside your shop, to ensure the selling and back of house landscape is meticulously maintained, safe, and continues to meet the required business operating standards.

As a Partner, you are passionate about the success of the whole Shop as well as your immediate areas of responsibility. You work collaboratively with your colleagues and leaders to ensure the Customer is at the heart of everything we do. You are supported and stretched to be the very best you can be, striving to fulfil your potential. You support the John Lewis & Partners ambition to provide complete solutions for the Customer.

You work alongside your colleagues, taking time to provide peer-to-peer support and feedback to develop not only your own skills and capabilities, but also your peers. By role modelling the Partnership Values, you demonstrate why our co-ownership model is a better way of doing business. You ensure you and your colleagues have a voice, that ideas are listened to, increasing Partner influence on the business and improving the Customer and Partner experience.

You act as an ambassador for the John Lewis & Partners brand, playing your part in delivering outstanding service in all your interactions with customers and third parties, sharing your knowledge of our business and processes.

Primary Outcomes & Accountabilities

Partner

Team Collaboration: Be flexible and adaptable, working across different parts of the Branch to meet the needs of our Customers. Collaborate with fellow Partners and work as one Shop team to find solutions, empowered and trusted to make great decisions.

Knowledge Transfer & Support: Support the shop team with knowledge transfer of change work requests and best practice. Utilise your own experience and expertise to support fellow Partners in achieving more. Play an active part in the Changework community, supporting peers both within your shop and head office with knowledge and understanding.

Personal Development: Take ownership of your personal learning, maintaining and updating knowledge on a regular basis using available support and learning materials.

Values & Agility: Be Values led at all times. Think, Work and Act differently as an agile Partner, meeting the needs of the business to be successful.

Influence & Voice: Be responsible for having a voice in the business and feel empowered to ensure it is listened to and acted upon.

Continuous Improvement: Collaborate to identify and communicate opportunities for continuous improvement and greater efficiency in changework processes and maintenance.

Key responsibilities for this role may include:

- Opening and locking the shop,
- Local Incident Management Team (LIMT) role - as required by Leadership

Customer

Primary Maintenance & Installation Liaison: Act as the primary point of contact for all scheduled and reactive maintenance activity and for coordinating third-party contractors undertaking in-store installations and agreed changework.

Change Planning & Execution: Plan and coordinate the delivery of all fixture changes, seasonal changes and project moves, including clearance & promotional events ensuring minimal disruption to the shop operation and the customer experience and while ensuring the accuracy of the selling and back of house environment in-line to the plan.

Contractor Oversight: Coordinate and organise contractor work agreed by Head Office teams or locally through the agreed correct processes and channels, monitoring compliance of Health and Safety practices and reviewing contractor ways of working on site.

Stakeholder Management and coordination: Effectively manage and align the priorities and efforts of the shop team, Head

Measures of success

Partner

Active participation and positive contribution within the Changework community.

Reduction in shop-level errors/repeat requests related to change work (indicating effective knowledge transfer).

100% completion rate for mandatory learning/training modules. Defined personal development goals achieved and tracked through performance reviews.

Number of process improvement ideas raised and successfully implemented, leading to measurable efficiency gains and adherence in changework and/or maintenance processes.

Evidence of rapid and effective response to unplanned shop changes or urgent requests, minimising negative impact on shop operation.

Consistent positive feedback from internal and external stakeholders (e.g., shop team, contractors, Head Office) on liaison effectiveness and friendliness. Timely completion of scheduled maintenance/installations.

Customer

Evidence of effective pre-planning and coordination

Ensure rigorous oversight to ensure zero preventable breaches and incidents due to ways of working within the shop.

Positive audit results on contractor ways of working and site control.

Hold third parties (e.g., maintenance providers, contractors) accountable to deadlines and quality standards. Timely and effective resolution of contractor performance issues using appropriate escalation processes as required.

Profit

Maintenance logs and technical records are 100% accurate and up-to-date in line with business processes

Accurate record keeping of contractor Health & Safety documentation

Office, and all third party teams (e.g., maintenance providers) to ensure successful delivery of work and operational efficiency.

Constructively challenge shop teams and leadership on local initiatives that are not centrally approved and follow the correct business process.

Service Delivery: Deliver a warm and friendly customer experience to internal and external stakeholders.

Flexibility: To support in delivering excellent customer experience and ensure the smooth operation of the shop, you would be expected to contribute to team flexibility by undertaking activities within the shop particularly those aiding Customer Assistants.

Profit

Space Accuracy: Ensure ongoing accuracy of shop plans through agreed business tools and processes as required.

Fixture Inventory & Quality: Maintain an accurate inventory of shop fixtures and communicate information regarding fixture quality in line with agreed business processes.

Cost Management & Procurement: Advise leadership on the most cost-effective way of replacing or procuring new fixturing and infrastructure works (incl. data & power) in line with correct business processes.

Maintenance & Repair Coordination: Maintain oversight of shop fixtures and fittings, shop maintenance jobs and activities. Work with the maintenance service provider on the delivery of all technical change work requests and maintain accurate records of work requested and completed.

Skills

- **Critical Thinking-** Interprets evidence and information to develop well reasoned arguments for thinking and can readily draw on evidence to justify a chosen course of action. Can think clearly when presented with multiple pieces of information and gets to the nub of an issue in order to make a well informed judgement.
- **Outcome Focus-** Remains motivated and shows drive and determination to achieve success. Persists in the face of obstacles and overcomes any barriers that arise, focusing on solutions and not problems.
- **Analysis of Data-** Evaluates and analyses different types of complex data objectively and sees patterns and meaning to establish the key relevant facts. Uses this thinking to make credible recommendations to inform critical decision making.
- **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.
- **Works Well under pressure-** Understands own emotional reaction to pressure and knows how to identify and use own coping outlets. Works to understand what is within control and what is not and practices acceptance of this. Prioritises and plans effectively and is realistic about what can be achieved to ensure that the most important and urgent activities are communicated and achieved.

Qualifications & Experience (where applicable)



Essential

- Good understanding of Google Suite
- Proven Stakeholder Management
- Proven ability to work under own initiative
- Excellent communication and coordination skills

Desirable

- Retail Experience
- L3 IOSH Managing safely

Version	Created/updated by	Date
1.0	John Vieira	December 2025