

Job title: Space Planner

Core information

Location: London head office	Lines of business or shared capability area: John Lewis
Reports to: Space Planning Manager	
People Management: No	
Assignment Management: No	
Partnership Level: Partnership level 7	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 & Partners and Waitrose & Partners, 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 the Space Planner, in the Brand and Store Experience Directorate, you will work under the guidance of your Space Planning Manager to support propositional and space feasibility activity, building optimised space blueprints and developing space strategies through in depth assortment and shop expertise. You will deliver sales and profit improvements through the planning and delivery of change to shop floor space to deliver the propositional strategy. You will realise the assortment and customer strategy onto the shop floor delivering customer centric adjacencies whilst supporting the business' design and omni-channel aspirations. You will take every opportunity to drive commercial return, deliver an outstanding customer journey and reduce working capital in the development of the space strategy and all projects.

You will use your analytical and commercial skills to plan and optimise the best use of space to deliver profitability and a great customer experience.

Primary Outcomes & Accountabilities	Measures of success
Key Accountabilities:	Accurate and timely analysis of space

- Creating efficient and profitable use of space
- Deliver the proposition strategy on to the shop floor
- Provide accurate space data analysis

Key Activities:

Through in-depth assortment and shop knowledge and commercial & customer analysis, develop robust and insightful recommendations to optimise space performance (including services and experiences) or within shops.

Provide detailed bottom-up build and ongoing evolution of the Space Blueprint to determine optimum footprint and target stock requirements.

Influence propositional strategies with recommendations for value additive opportunities and optimal physical estate locations for delivery. Support Buyers and Merchandisers and Heads of Categories in feasibility scoping and business case building. Work with these teams to translate the propositional strategy into viable execution in shops.

Provide planning expertise to the Heads of and their teams to influence proposition proposals from inception through to delivery to enhance their viability and profitability.

Work cross functionally across all physical estate and trading teams to deliver the right balance of commercial return and optimal customer journey.

Analyse space data sources seeking opportunities to optimise space performance.

Work with the merchandisers and the Change & Standards and shop Partners using Ranging to Space to define the appropriate option and stock density for assortment space.

Provide project briefs to store design defining the appropriate space, stock and option densities for proposed space changes. (Scale of project will determine level of detail) Confirm the financial and customer implications of any variation to brief.

Conduct feasibility assessments for proposed space change projects outlining opportunities and risks of a range of options where appropriate.

Effectively communicates the use of space to shops in a format that is efficient to execute.

changes.

Strength of relationship with immediate team and wider stakeholder network.

Delivery of changes to agreed time, cost and quality standards.

Skills

- **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.

- **Commerciality** - 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.
- **Decision Making** - Identifies the issue/opportunity, then gathers the relevant information and alternative viewpoints to form options and evaluates to drive an informed outcome.
- **Customer Centricity** - Puts every customer, both internal and external, at the heart of everything, and understands the Partnership ambition to offer differentiated service that is aligned to our Values. Understands that they are empowered to deliver incredible service for every type of customer with whom they interact and acts on this every time in every environment.

Data Analysis - 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.

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Qualifications & Experience (where applicable)

Essential

- Demonstrates strong analytical skills
- Excellent planning, organisation and orchestration skills
- Strong Commercial awareness
- Excellent cross functional working skills and Stakeholder management
- Verbal / written communication

Desirable

- Experience in a trading and/or branch role is an advantage

Version	Created/updated by	Date
1.0	Christina Slater/Karen Turner	15/12/20
2.0	Christina Slater/Izzy Stoker	21/12/20
3.0		04/05/22