

Job title Product Developer

Core information

Location: Bracknell head office ▾	Lines of business or shared capability area:
Reports to: Manager, Product Development	
People Management: Yes ▾	
Assignment Management: Yes ▾	
Partnership Level: Partnership level 5 ▾	Manager's Partnership level:
Number of direct reports: TBC	Partnership level(s) of direct reports: TBC

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

Develops and delivers new & improved innovative, quality focussed and differentiated products, aligned to Own brand values whilst understanding and managing the commercial implications of development in the grocery environment.

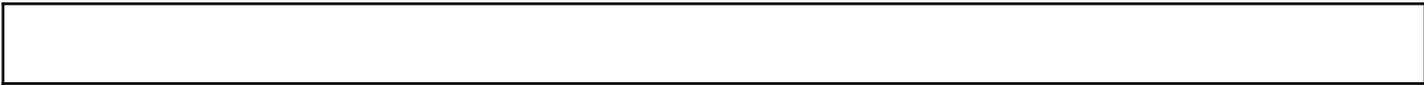
Builds, strengthens and owns the NPD relationships between Waitrose and suppliers within the projects being worked on. Ambassador of Own Brand values.

You will work closely with the cross functional category teams in Waitrose trading, external suppliers, Customer Insight, Chef & Innovation, Own Brand & NPD programme teams, Technical & Quality, Packaging, Design & Repro, Legal, Compliance & Policy, Nutrition & Agriculture, & PR, depending on projects & according to RACI.

Through your Profession 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

Keeping abreast of customer strategy, insight and direction, macro consumer trends and food/grocery trends. Spending time on strategic planning, scoping out & researching the project/category to determine clear outcomes that meet with Waitrose own brand strategy.

Staying close to the target customer and up to date with broader market dynamics, anticipating future customer needs for specific categories. Work collaboratively across Waitrose, ensuring all Product Developer activities relating to the development of new products/existing products are well coordinated and that speed to market and commercial viability is optimised.

Driving continuous improvement and quality mindset in all development projects including COGS, category strategy, new customer proposition ensuring Own brand product meets the Waitrose Own brand, technical, nutritional & ethical standards and meeting GScop & legal requirements within the assigned category/project

Good understanding of NPD capability within the key supply base to support quality & own brand objectives, contribute to supplier strategy discussions for NPD to support the food, grocery & Horti category objectives. With support from technical

Delivering best in class product development efficiently & to the highest standards across multiple category portfolios with food, grocery, horti & grocery non food cross category experience.

Work collaboratively with relevant stakeholders on assigned projects for efficient delivery of profitable product change appropriate for the relevant customer and category requirements.

Uses market & sales analysis to understand market context, identify trends in the grocery & wider food sector to feed into strong supplier briefs.

Concept creation & supplier briefing. Benchmarking & technical compliance to all standards.

Championing Own brand product, supporting launch activity

Act in accordance with the Partnership's purpose and democratic principles, constructively participating in co-ownership, and demonstrating to customers and each

Measures of success

Product ratings & reviews of 4.5*.

Meet category product sales hurdle rate as set by CPG

C3% maintenance/growth annual targets

Delivery of category strategy/COGS category targets relating to product offer

Annually increased own brand share of sales in category areas

Quality food net promoter score (NPS) target as part of broader Product Innovation function.

Resilient supply base resulting in few/no supplier incidents that impact offer.



<p>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</p> <p>Invest in your personal and professional development to achieve your potential, by doing more, doing better, or doing different things. Continuously engage with and actively contribute to your Profession.</p> <p>Take responsibility for actively engaging with change.</p>	
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Skills

<p>Continuous Improvement</p>	<p>Thinks boldly and sees issues and opportunities from all angles and multiple perspectives, even the unprecedented to draw out meaning and connections and make recommendations to adjust strategy and outcomes as a result. Generates a number of workable options and overcomes barriers to finding solutions.</p>
<p>Stakeholder Management</p>	<p>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.</p>
<p>Customer centricity</p> <p>Customer Driven Innovation</p>	<p>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</p> <p>Explores possibilities with enthusiasm and acts on instinct to generate well formed ideas and understands how new concepts, theories and ideas fit in with future direction and business objectives. As a result of this develops new objectives and initiatives for the business.</p>

Qualifications & Experience (where applicable)

Essential

- A passion for product.
- Previous product development experience within Manufacturing or Retail.
- Experience in launching major NPD/Brand projects.
- Proven track record of high quality, commercially successful product development &



supplier management. Strong creative skills in food, grocery, Horti.

- Good analysis skills and capable of analysing sales & insight data.

Desirable

- Further qualification in Food, grocery non food, Horti
- Manufacturing or retail experience; buying experience; product technical experience.

Version	Created/updated by	Date