

Job title: Department Manager

### Core information

|   |   |
|---|---|
| <b>Location:</b> Magna Park                   | <b>Lines of business or shared capability area:</b>     |
| <b>Reports to:</b> Fleet Maintenance Manager  |   |
| <b>People Management:</b> Yes                 |   |
| <b>Assignment Management:</b> Yes             |   |
| <b>Partnership Level:</b> Partnership level 7 | <b>Manager's Partnership level:</b> Partnership level 6 |
| <b>Number of direct reports:</b> 1            | <b>Partnership level(s) of direct reports:</b> 8        |

### 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.

### Key responsibilities

- Meeting required compliance KPIs including adherence to maintenance schedules, MOT first time pass rates etc
- Safe operation of the vehicle workshop including a culture of continuous improvement and self audit. Contribute to a safe working environment by being aware of legislative requirements of the workplace.
- Ensure downtime and other operational KPIs such as operational days per breakdown are met
- Budgetary control of labour, parts and other costs to meet cost KPIs and continuously seeks means of reducing cost and providing value for money
- Ensuring that all possible warranty claims are identified, managed and reported correctly
- Leading the workshop team, providing direction, development and accountability as well as clear career and training plans for all Partners.
- Build a spirit of open team working and cooperation with internal stakeholders and customers, including transport operations
- Create and encourage a culture that underpins the principles of Partnership behaviours. Encourage openness and Democratic Vitality, actively promoting local Democracy and Democrats.
- Develop and support Section Managers & Assistant Section Managers to deliver all department KPI's in an efficient, safe and legal manner.

- Ensure the highest standards of data integrity, especially in the fleet management database. Ensure all Partners are competent, measured and accountable for their data integrity
- Be aware of the general competition, trading climate and business performance.
- Actively demonstrate flexibility across the operation to fulfil business targets.
- Take responsibility for personal development and participate in a coaching and feedback culture.
- Support the Fleet Maintenance Manager as required
- Support the assigned JL CDH Region and be the key fleet contact for that region
- Support the assigned WR home delivery operating groups and be the key fleet contact for those groups.

**Primary Outcomes & Accountabilities**

- To ensure all vehicles are maintained to a safe and roadworthy standard to both VOSA and Partnership's requirements.
- To ensure that all inspection/service/defect paperwork is completed correctly and in a timely manner.
- Maintain a safe working practice that complies with current safety and Partnership regulations
- To ensure that high quality repairs are carried out in a cost effective manner.
- Ensure that all working areas are kept clean and tidy.
- To assist in specific duties / projects as directed.
- To keep up to date of developments within the motor industry and take note of changes that may

**Measures of success**

- Delivery of an efficient maintenance operation within agreed times and budgets.
- Vehicles repaired to schedule and legally compliant.
- Stakeholder feedback
- MOT first pass rate
- Vehicle downtime
- Meeting Earned Recognition requirements
- Accurate booking of times on jobs
- Green audit passes
- All documentation completed accurately, on time, and in a tidy fashion.
- Working environment is kept clean, tidy and safe.

affect the successful operation of the workshop.

- To take ownership of personal development, seeking assistance & guidance from team leaders
- To account for your own time, be efficient and proactive when working within the workshop.
- To work as part of the team and assist others where needed.

**Skills**

- A proven background in managing a commercial vehicle workshop

**Qualifications & Experience (where applicable)**

Essential

- Sufficient experience managing a Vehicle Workshop and Health and Safety
- People Management of Workshop Partners
- Knowledge of O Licence regulations for Commercial Vehicle Maintenance to ensure compliance

- Proficient in both verbal and written communication

Desirable

- Commercial vehicle engineering qualification (NVQ 3) or equivalent
- MIRTE HNC or above
- HGV driving licence
- Certificate of Professional Competence in road transport operations

| <b>Version</b> | <b>Created/updated by</b> | <b>Date</b> |
|----------------|---------------------------|-------------|
| I              | Steven O'Connor           | 30/04/2026  |