

Job title: COMMERCIAL REPORTING ANALYST, WAITROSE

Core Information

Location: Bracknell, with blended working	Capability: Waitrose Commercial
Reports to:	
People Management: No ▾ Assignment Management: No ▾	
Partnership Level: Partnership level 6	Manager's Partnership level: Partnership level 5
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 & 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.

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.

Critical Purpose of the Role

As a key member of the Commercial team at Waitrose, through your reporting you are accountable for providing robust analysis, insights and recommendations to the team to inform our strategy and decision making and drive significant improvements in our performance. With a relentless connection to customers, the market and branches alike, you'll both; set up and continuously improve regular performance reporting, and lead strategic reporting projects to shape, optimise, and improve our performance. Rooted in adaptability, driven by a continuous improvement mindset, and fueled by a commitment to getting it right the first time, our Commercial Reporting Analysts are a dynamic force steering the fast-paced and ambitious Commercial team.

As a Commercial Reporting Analyst, your mission is to unravel retail intricacies through in-depth research and reporting. You provide crucial insights that drive strategic decisions, actively seek and report on data for informed decision-making, and ensure your expertise aligns with the latest retail and commercial trends. Your role is pivotal in delivering informed perspectives for the



success of the Commercial function.

As a Commercial Reporting Analyst you will work across a number of disciplines within Commercial to provide the right information to the right people at the right time. You will ensure the reporting is completed on reliable datasets to a high quality, working closely with experts across the Partnership to make sure stakeholders have the information they need to drive performance improvements.

Primary Outcomes & Accountabilities

Obtain data and insight from multiple internal and external sources and through analysis and reporting you will identify and make recommendations on opportunities to improve performance.

Identify potential improvements to improve productivity, profitability, sales growth, customer loyalty and/or Partner and Customer experience, and effectively communicate and influence key stakeholders.

Conduct high quality analysis of key issues and opportunities as directed to the required deadlines and standards.

Complete ad-hoc reporting at pace in response to key business issues or opportunities.

Support the definition, sourcing, organisation and management, integrity, and continual maintenance of large and diverse data sets

Support the production of accurate data and insight through the development and maintenance of key reports and platforms.

Translate and triangulate multiple sources of data into a compelling and easy to understand narrative, with a clear “so what” for users.

Work collaboratively with other Partners in Commercial to deliver the Commercial vision and objectives.

Work with colleagues in DI&A to ensure no duplication of effort

Find opportunities to share information with the relevant teams, community colleagues and others. Communicate findings to the relevant Leadership team periodically.

Act as a team champion for Tableau and other tech solutions. Support building of tools and upskilling of colleagues.

You will play an active role as a co-owner in the Partnership.

Measures of Success

- Delivery of all agreed Customer, Partner, Financial and Operational metrics as agreed with your People/ Task Manager
- Insight and reporting provided is of a high quality and aids data-driven decision making.
- On time completion of reporting to support the team plan and Commercial Strategy.
- Feedback from Stakeholders and peers.
- In order to stay connected to our Shops and customers, you are required to support with a minimum of one week's worth of Helping Hands during peak trading times.



Skills

- Data Analytics and distillation to Insight
- Storytelling
- Strategic and Critical Thinking
- Digital Awareness & Numeracy skills
- Continuous Improvement
- Communicating & Influencing
- Customer & Performance Focus
- Project management & delivery

Qualifications & Experience (where applicable)

Essential

- Experience in automation (Javascript/Google Apps script, VBA, XML) and advanced data management and manipulation (SQL, Big Query)
- Proficient in the use of Google apps (particularly Sheets) and Excel
- Proficient in the use of Tableau
- Experience which demonstrates effective communication skills and stakeholder management
- Experience which demonstrates an ability to identify performance improvements
- Experience of using data and analysis to make recommendations and influence decisions
- Strong communication skills (written and verbal)
- Self-motivation, energy and drive, collaborative approach
- Good organisational skills and project management
- Excellent numeracy skills

Version	Created/updated by	Date
1.	Hannah Eames / Fiona Cannon	Sept 2024
2.	William Cummings	April 2025