

Job title: Outbound Coordinator

Core information

Location: Shop/site ▾ Magna Park, NDC	Lines of business or shared capability area: Operations, John Lewis Distribution
Reports to: Section Managers Operations, NDC	
People Management: No ▾	
Assignment Management: No ▾	
Partnership Level: Partnership level 9 ▾	Manager's Partnership level: Partnership level 8 ▾
Number of direct reports:	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 Partner in a unique business, you will share in the responsibilities of ownership as well as its rewards. Partners in the business deliver this through the following commitments:

Taking responsibility for our business success

- We take responsibility to deliver the right experience for all customers and generate profits for us all to share

Building relationships powered by our principles

- We build relationships based on honesty, respect and encouragement. We expect these behaviours of each other and demonstrate them at all times

Creating real influence over our working lives

- We take opportunities to develop ourselves, balance work and life priorities and offer personal support



Primary Outcomes & Accountabilities

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

Invest in your personal and professional development to achieve your potential. Continuously engage with and actively contribute to your profession.

Support all Partners to realise their potential aligning joint expectations and goals with what has been agreed with the people manager.

Primary Outcomes & Accountabilities

- Regularly communicates and shares all relevant information to internal and external stakeholders in a timely manner.
- Maximising the utilisation of the resource to create operational efficiencies to ensure site performance measures including Branch and DTC Lead Time and SLA's are met or exceeded
- Allocate picks for relevant warehouse functions to maximise efficiency and achieve site KPI's.
- Manage queries generated by the warehouse system, ensuring a stock is in the right place at the right time to achieve OTIF.
- Coach individuals to be confident when using all WMS on an ad hoc basis to support operational flexibility and succession planning.
- Liaise with other coordinators across the shifts to share best practice and drive continuous improvement.
- Contribute to the Health and Safety site management [MHE observations, Safety walks, Fire Warden training].
- In the absence of an SM, a level 9 will be expected to take some of the responsibilities of an SM role.
- Motivated to drive self development and maintain active Short and Long Term Goals to achieve your agreed objectives in line with the business plan.
- Participate fully in the branch and Partnership's unique co-ownership culture, embracing contribution and the one team ethos by demonstrating them in your own behaviours.

Measures of success

- Relevant and meaningful contribution
- Exceeding of the department KPIs
- OTIF
- Mandatory training in Workday up to date
- Personal goals are regularly reviewed, updated and achieved



Skills

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.
Relationship Building	Authentically and proactively interacts with everyone, building rapport and making a positive impression in order to collaborate and build lasting connections across the Partnership and beyond to other businesses and contacts. Once formed, understands how to navigate politics and the impact these have on the workplace in order to get things done.
Agile Approach	Appreciates and embraces change, addressing ambiguous or uncertain situations directly; easily adapts to changing circumstances/demands and helps others to accept the unknown.
Results Orientated	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.
Able to work under pressure	Understands own emotional reaction to pressure and knows how to identify and use own coping methods. Works to understand what is within control and what is not and practises 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

- Very good numeracy and literacy skills.
- PC:Google Tools, MS Word, MS Excel
- Good communication skills.
- Previous warehouse experience.

Desirable

- Good working knowledge of IT systems
- (WMS, Emails).
- Good understanding of End-To-End warehouse operation.

Version	Created/updated by	Date
<i>1.1</i>	<i>Bob Tompkins, Toma Janusauskiene , Dean Mullin</i>	<i>27/02/2025</i>