

**CUSTOMER SUPPORT PARTNER, JOHN LEWIS & PARTNERS**

<p><b>Location:</b> Based in John Lewis &amp; Partners Shops</p>	
<p><b>Reports to:</b> Team Manager</p>	
<p><b>About the John Lewis Partnership</b></p> <p>The Partnership is the UK's largest employee-owned business and home to our two well-loved retail brands - John Lewis &amp; Partners and Waitrose &amp; Partners, as well as expanding into new areas beyond retail.</p> <p>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.</p> <p>Everything we do is powered by our unique purpose: <b>Working in Partnership for a happier world.</b> 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.</p>	
<p><b>Purpose:</b></p> <p>As a Customer Support Partner, you feel inspired and empowered to seek out every opportunity to achieve the right outcomes for our Customers. You work with your colleagues and Team Manager to raise awareness and focus on selling John Lewis &amp; Partners service products. You will be customer facing and an ambassador for the John Lewis &amp; Partners brand, focusing on delivering a consistently exemplary customer experience. Operating as a member of a services team that is responsible for the financial services we offer in the Shop and to accurately adhere to the Business' systems and processes to minimise loss and risk to the Business. You will support with the resolution of customer queries and deliver a market leading customer experience. You will add value to the efficient and profitable running of your operational area in order to achieve your business and personal objectives, along with those of your team and the branch</p> <p>As a Partner, you are passionate about the success of the whole Shop as well as your immediate areas of responsibility. You work collaboratively with your colleagues and leaders to make sure the Customer is at the heart of everything we do. You are supported and stretched to be the very best you can be, striving to fulfil your potential. You support the John Lewis &amp; Partners ambition to provide complete solutions for Customers.</p> <p>You work with your colleagues to deliver the Shop priorities, achieving and surpassing the targets set, recognising that 'how' this is achieved is just as important as 'what' we achieve.</p> <p>You work alongside your colleagues, taking time to provide peer to peer support sharing your knowledge and feedback to develop not only your own skills and capabilities, but also your peers. By role modelling the Partnership Values, you demonstrate why our co-ownership model is a better way of doing business. You ensure you and your colleagues have a voice, that ideas are listened to, increasing Partner's influence on the business and improving the Customer and Partner experience.</p>	
<p><b>Primary accountabilities and deliverables</b></p> <p><u>Customer</u></p> <ul style="list-style-type: none"> <li>• To deliver a consistently outstanding customer experience that is unrivalled in the marketplace.</li> <li>• To promote John Lewis Financial Services and other relevant services in branch and at external events.</li> <li>• To be a brand ambassador by resolving customer queries, both in branch and over the phone and focusing on the variety of relevant services offered in customer support.</li> <li>• To resolve customer queries or complaints at the first point of contact or help navigate to specialist advice.</li> </ul> <p><u>Sales</u></p>	<p><b>Measures of success:</b></p> <p><u>Customer</u></p> <ul style="list-style-type: none"> <li>• Achieve the business standard for customer service.</li> <li>• Line management feedback on John Lewis Financial Services initiatives.</li> </ul> <p><u>Sales</u></p>

<ul style="list-style-type: none"> <li>Support shop sales by actively promoting the Financial Service range. To drive the sales performance of all Financial Services to utilise all channels to secure sales.</li> <li>Offer advice, support and recommendations based on customers needs.</li> </ul> <p><u>Profit</u></p> <ul style="list-style-type: none"> <li>Prevent loss by compliantly following agreed process for all transactions, including accurate completion of tasks related to financial services and the appropriate use of goodwill.</li> <li>Identify and communicate opportunities for continuous improvement and greater efficiency to support business reputation.</li> <li><i>(For Shops with Bureau only)</i> Minimise business risk by following procedures for identifying and preventing fraud.</li> </ul> <p><u>Partner</u></p> <ul style="list-style-type: none"> <li>Shares knowledge and expertise with colleagues to develop department and branch performance.</li> <li>Demonstrates flexibility to support across other areas of the branch and departments when required.</li> </ul>	<ul style="list-style-type: none"> <li>Contribution to the achievement of section sales, catchment sales and services targets.</li> <li>Achieve the business standard for product knowledge and expertise.</li> </ul> <p><u>Profit</u></p> <ul style="list-style-type: none"> <li>Compliance with business procedures.</li> </ul> <p><u>Partner</u></p> <ul style="list-style-type: none"> <li>Line manager and Partner feedback.</li> </ul>
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<b>Essential qualifications / experience</b>
Due to the sale of financial products and service, this role requires the Partner to be 18 or over and the Partner must have completed all the appropriate training.

<b>Partnership Level: 10</b>
<b>Manager's Partnership level: 8</b>
<b>Number of direct reports: N/A</b>
<b>Partnership level(s) of direct reports: N/A</b>

<b>Vetting required? (Yes or No)</b>
<ul style="list-style-type: none"> <li>Yes</li> </ul> Security Watchdog assessment is required due to involvement with cash handling

**Version control**

Version	Created/updated by	Date
1.0	JL&P Shop Trade Operations	September 2020
2.0	JL Retail Operations	August 2023
3.0	John Vieira, Operations Support	July 2024