

**Job title: DATA AND SPACE MAINTENANCE SPECIALIST****Core information**

Location: Drummond Gate with blended working	Profession: Brand and Store Experience
Reports to: Space Planning Manager	
People Management: No Assignment Management: No	
Partnership Level: Partnership level 8	Manager's Partnership level: Partnership Level 6
Number of direct reports: 0	Partnership level(s) of direct reports: N/a

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.

Critical purpose of the role

As a Space and Data Maintenance Specialist, you will play a critical role supporting the Space Planning team to deliver physical estate change that maximises the income generated from the shop estate. Ensuring effective and customer centric use of space and layout to convert footfall into sales whilst optimising profitable outcome of each shop through judicious allocation of space to each department. Allied to both insight and feasibility; exploring the potential of change, and delivering change through planning and stakeholder engagement activity.

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

Custodian of the accuracy of our Branch Master Plans and associated data including the data hierarchy. Orchestrating the half yearly audit of CAD plans; overseeing the critical path and collaboration with branch CWCs; including training the audit process and CAD plan software. Driving continuous improvement; in particular ensuring centrally planned change is incorporated into the Master Plans in a timely manner.

Highly influential within the Space Planning team. As a group, the DSMs have excellent visibility of the team’s operation when it comes to delivering change and will drive continuous improvement to ways of working; ensuring our products and processes are reliable and efficient whilst sustaining integrity & trust.

Supporting the strategic direction of the physical estate; in particular for assortment and associated product services. Marshalling data and conducting analysis to surface lessons learnt from changes to the estate and surfacing insight to further optimise space allocation.

Effective delivery of change; ensuring the space and fixture architecture is fit for purpose and supports a credible and compelling product range in accordance with presentation standards.

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, by doing more, doing better, or doing things differently. Continuously engage with and actively contribute to your Profession.

Measures of success

Accuracy and usability of space data.

Insight leading to change.

Measurable improvements to the team’s ways of working, efficiency and effectiveness.

Positive feedback from Space Planning Manager and John Lewis Partnership stakeholders.

Skills

Stakeholder Management	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.
Commerciality	Demonstrates an innate passion for and understanding of Retail. This includes knowledge of our competitors and the wider social, political and economic factors which impact our business.



	Understands the Partnership business model and our integrated objectives and uses this understanding to make well informed decisions that support key business objectives.
Continuous Improvement	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.
Data Analysis	Evaluates and analyses different types of complex data objectively and sees patterns and meaning to establish the key relevant facts. Uses this thinking to make credible recommendations to inform critical decision making.
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 act on this every time in every environment.

Qualifications & Experience (where applicable)

Essential

- Experienced working in a commercial environment using data & analytical skills, across various data management and reporting platforms, to model, extract and present insight.
- Demonstrates an understanding of physical estate retail in particular the thought and consideration required to plan effective customer journeys and experience.
- Excellent planning, communication, organisation and orchestration skills.
- Strong Commercial awareness.

Desirable

- Experience in a trading and/or branch role is an advantage

Version	Created/updated by	Date
1.0	Christina Slater/Karen Turner	15/12/20
2.0	Christina Slater/Izzy Stoker	21/12/20
3.0	Space Planning / Matt Coysten	02/01/25
4.0	Space Planning / Matt Coysten	06/03/25
4.1	Space Planning / Matt Coysten	14/05/26