

Job title: Supplier Support Specialist PL9

### Core information

<b>Location:</b> Bracknell head office ▾	<b>Lines of business or shared capability area:</b> Commercial Operations
<b>Reports to:</b> Supplier Engagement Manager	
<b>People Management:</b> No ▾	
<b>Assignment Management:</b> No ▾	
<b>Partnership Level:</b> Partnership level 9 ▾	<b>Manager's Partnership level:</b> Partnership level 6 ▾
<b>Number of direct reports:</b> N/A	<b>Partnership level(s) of direct reports:</b> 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

You will triage all queries and requests from our Suppliers, re-routing or resolving as necessary, providing support to both Suppliers and Partners carrying out key commercial activities.

You will provide excellent customer service and first-class support for all end-user incidents and service requests relating to Supplier-related data and Commercial system queries via Salesforce, maintaining high levels of ownership throughout.

You will support a range of administrative tasks associated with Master Data Management (MDM), Engage and other commercial systems, as well as assisting with the management of our varied communication methods to stakeholders.

You will understand the Waitrose Supplier experience, acting as the 'Voice of the Supplier' in Commercial and Supply Chain, representing their needs as you work with Commercial teams and Project teams to support their delivery of best-in-class services.

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

You will act as the central point of contact for all Suppliers with technical and support queries. Undertake prioritisation, analysis, diagnosis, resolution or reassignment of a wide range of incidents through Salesforce, ensuring they are efficiently resolved or directed to relevant business stakeholders.

Support the E2E Supplier lifecycle process, from onboarding to offboarding as required. Providing access to relevant systems, dedicated systems support, sharing knowledge and best practices.

Investigate and troubleshoot technical challenges within back-end systems on behalf of the Supplier and escalate to relevant business users as required to aid resolution.

Understand the Waitrose Supplier experience, gathering feedback, observations and communicating these to stakeholders to ensure that we are delivering a 'Best in Class' Supplier experience.

You will manage, investigate and resolve all queries coming from internal and external stakeholders to agreed SLAs. Provide timely communication ensuring stakeholders are informed and kept up to date with query progress as appropriate, providing clear timelines and highlighting any key risks with mitigation.

Where necessary, liaise with Partners and stakeholders elsewhere in the business; including IT, Commercial, Product Programme, Supply Chain and Finance to support accurate and timely query resolution.

Develop an accurate understanding of relevant systems and best practices in process and data management. Use this knowledge to support business project initiatives with Supplier data collection, management and analysis.

Delivery and ownership of administrative activities on the Engage portal in order to ensure ease of navigation, relevance to suppliers and accuracy of content within GSCoP compliance protocols and industry best practices.

Delivery of administrative activities supporting supplier communications accurately and on time.

Behaves inline with the Partnership's purpose and democratic principles, promotes co-ownership to customers and each other that we're a better way of doing business.

### Measures of success

Team KPIs and SLAs achieved

Delivery of query resolution within SLAs to the agreed standard

QRG & SOP maintenance is complete & up to date in Waitrose Engage

Demonstrate a strong understanding of relevant commercial systems

Feedback from stakeholders

Drive continuous improvement strategies by suggesting improved processes and Lean/Simple/Fast approaches



<p>Shares knowledge, experiences, ideas and opinions to improve the Partnership, speaking honestly and frequently.</p> <p>Invests in your personal and professional development to achieve your potential, by doing more, doing better, or doing different. Continuously engage with and actively contribute to your line of business or shared capability.</p> <p>Takes responsibility for actively engaging with change.</p>	
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<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Customer centricity - Understands the end to end customer journey and puts every customer, both internal and external, at the heart of everything we do.</li> <li>• Customer engagement - Approaches, engages and communicates with all Customers in an intentional, friendly and confident way, building rapport quickly.</li> <li>• Stakeholder management - Identifies key stakeholders, their motivations and priorities, and considers these when building and managing relationships. Anticipates stakeholder challenges and proactively plans for these, displaying strong communication.</li> <li>• Continuous improvement (CI) - Consistently demonstrates a continuous improvement mindset.</li> <li>• Commerciality - Demonstrates a passion for and breadth of knowledge of Retail, including our own business model; competitors, and wider industry, economic and political challenges.</li> </ul>
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<p><b>Qualifications &amp; Experience (where applicable)</b></p>
<p>Essential</p> <ul style="list-style-type: none"> <li>• Proficient in Excel/ Google Sheets, and similar database and data entry environments</li> <li>• Customer Service experience</li> <li>• Stakeholder management experience</li> <li>• Strong written and verbal communication skills</li> <li>• Able to work as a part of a team, communicating openly and sharing workload</li> </ul>
<p>Desirable</p> <ul style="list-style-type: none"> <li>• Understand Waitrose, our systems and processes (e.g. MDM, Salesforce, PIC, WPP, Supply Chain)</li> <li>• Proficient in Salesforce Case Handling</li> <li>• Web design and copy editing experience</li> <li>• Use of Gemini or similar AI Tools in the workplace</li> </ul>

Version	Created/updated by	Date
	Nichole Dean	19.6.26



JOHN LEWIS  
PARTNERSHIP

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WAITROSE

2.0	Louise Sheldrick / Jen Sweeney	30.09.2024
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