

TECHNICAL DESIGN MANAGER (LEVEL 7)

Core information

Location: Bracknell	Profession: Customer Directorate, Brand/CX, Waitrose & Partners
Reports to: Senior Design & Planning Standards Manager	
People Management: No ▾ Assignment Management: Yes ▾	
Partnership Level: Partnership level 7	Manager's Partnership level: Partnership level 6
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.

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,

Job description (critical purpose)

- To produce and maintain accurate shopfit standards, schedules, details and conceptual drawings for all Waitrose formats and ensure that all standards documents are managed, filed, uploaded and published to internal and external stakeholders and all new concepts are created and approved
- Responsible for the allocation of drawing work to external design agencies and third party agencies and for ensuring consistent quality of returned drawings, suitable for subsequent procurement.
- One point of contact and authority for all matters relating to Waitrose standards in respect of equipment, signage and shop fitting.
- To work with Store Concept Designers and with other stakeholders to ensure that new space and refurbishment work streams which generate new design standards follow the Stage Gate approval process.
- You will support the Senior Design & Planning Standards Manager in owning a roadmap of physical store environment and shopfit changes from the overall business strategy, clearly communicating required specifications for

implementation into new shops and refurbishments.

- Create and recommend innovation to ensure an industry leading suite of standards is available to support end to end including use of AI
- You will continuously improve processes associated with the role and oversee seeking regular feedback from key stakeholders (including supplier/agencies/contractors) internally and externally.
- Through this role you will have the opportunity to develop and stretch personally and professionally to achieve your potential.

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, by doing more, doing better, or doing different. Continuously engage with and actively contribute to your Profession
- Take responsibility for actively engaging with change
- Create the conditions for all Partners to thrive, make their best contribution and achieve their potential.
- Appreciate what different life experiences bring to the Partnership and the value this adds to unbiased and smarter decision making.
- Proactive self-starter who is comfortable with levels of ambiguity at initial stages and able to work with stakeholders to get clarity on priorities.
- Maintains a thorough understanding of store design, shop fitting & store planning principles, new concepts and related costs.
- Develop, improve and maintain processes for the capture and change control of shopfitting standards and specifications across all Waitrose formats.
- Develop and maintain a full set of technical standards, specifications and planning principles for Waitrose Shop fitting Standards. Ensuring standards are accurately hosted in clear, intuitive and accessible form enabling easy access for stakeholders
- Responsible for the programme management of all change activity impacting technical Design Standards across all formats, ensuring smooth transition through the Development stage gate process and governance.
- Assists Store Concept Designers in the technical design development and delivery of new concepts ensuring that the concepts are fit for purpose, cost effective and compliant and approved through agreed governance in a timely manner
- Works with Senior Design & Planning Standards Manager, Store Concept Designers and Store Format Lead to maintain shop floor

Measures of success

- Clear pipeline of change with timelines, risks and resources aligned to the development stage gate process
- Budget associated with role tracking with periodic updates
- Accurate, Design & Planning standards information, clearly communicated to SME's and external suppliers
- Customer environment satisfaction/CSAT/NPS
- Cost neutral design
- Positive feedback from internal and external stakeholders
- Demonstrate the ability to set clear design direction and service level agreements for internal teams and 3rd parties.
- Partners demonstrate continuous improvement and are happy in their role - Partner Survey Results
- Development Plan, Objectives and Key Results in place and actively managed
- Regular 360 feedback

<p>generics, ensuring the inclusion of all agreed new developments and principles.</p> <ul style="list-style-type: none"> - Provide support and information to procurement teams and equipment buyers to assist in delivering best value for money, to include clear alignment of standards and specifications across categories - Sets clear design direction for 3rd parties associated with technical shopfit design for Waitrose concepts, giving regular feedback & ensuring continuous improvements sessions are in place with 3rd parties having clear targets for improvements. - Identify, advise and recommend new solutions in conjunction with wider teams to support our Carbon plan targets by minimising our impact on the environment. - Develop and maintain communications with Property for standards, specifications, format design and policy changes. - Manages the creation of new, revises and maintains existing, 1:100 planning blocks and drawing record sheets for all elements of shop fitting systems and freestanding equipment. - Provide feedback on Service Level Agreement with third party standards platform providers and other software providers to support their technical development to make them more effective for internal and external stakeholders - Foster and develop relationships with Waitrose and John Lewis teams to identify and exploit common approach solutions to specifications and procurement. 	
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Skills	
Customer-centric mindset	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.
Action 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.
Optimisation/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.
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

	<p>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.</p>
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<p>Qualifications & Experience</p>
<p>Essential</p> <ul style="list-style-type: none"> - Ability to read store plans, technical manufacturing and architectural drawings - Architectural or product design experience including working with shopfitters to develop technical design solutions for concept drawing - Experience in retail design development and practical application of design implementation on site working with construction SME's - Administration of data systems and capable of developing reports, using various software systems - Analytical mindset & problem solving skills - Demonstrating high levels of organisation, prioritisation and communication skills <p>Desirable</p> <ul style="list-style-type: none"> - Revit skills, AutoCAD skills - AI Tools and Platforms - BA(Hons) Degree in 3D design, architecture or similar - Experience in managing building and/or design and planning standards and communicating change - A good understanding of Waitrose brand - Experience of working with, and managing, 3rd Party resource (e.g. architects, shop fitters) - Project Management Experience

Version	Created/updated by	Date
v0.1	D.Fortune	26/05/2026
v0.2	S.Batkin	26/05/2026