

Job title: REGIONAL MANAGER, WAITROSE

Core Information

Location: Regional	Capability: Retail
Reports to: Head of Retail Operations	
People Management: Yes ▾ Assignment Management: Yes ▾	
Partnership Level: Partnership level 5	Manager's Partnership level: Partnership level 4
Number of direct reports: up to 30	Partnership level(s) of direct reports: Partnership level 5 Partnership level 6 Partnership level 7 Partnership level 8

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

You will lead and inspire a team of branch managers to deliver excellence in : **Partner, Customer, and commercial performance** across up to 30 shops. You will execute central strategy into localised excellence, ensuring every shop embodies the home of food lovers, while fostering a culture of ownership and democratic vitality. As a senior leader you'll ensure your region collectively contributes as custodians of the brand.

Primary Outcomes & Accountabilities

I. Operational Leadership

You are a visible leader. You will see your teams across the **full trading window**, including out of hours, weekends and peak trading to maximise the customer and Partner experience in your Shops.

Brand Standards: Lead exceptional and consistent brand standards.

Measures of success

Delivery of all agreed Customer, Partner, Financial and Operational metrics.

Ensure we are trading safely and legally in your shops.

Partner metrics including; absence, turnover and a strong diverse and inclusive Talent Pipeline within the Region.

Legal and Compliance: Ensure all shops operate within legal and compliance frameworks at all hours of operation, across all relevant propositions.

Brilliant processes: Ensure foundations of the operation enable brilliant shops through great disciplines. Accountability for resource planning to stockfile management.

Land it Right: Ensure the right first-time implementation of central initiatives.

2. Strategic Performance & Insight

Align & Lock: Get teams aligned and locked into your clear regional plan. Your team will collectively execute the Waitrose business plan. You will be a catalyst for change.

Spot the gap and close the gap: Know and act on your trade, your metrics, your local competition and your customers

Effective Stakeholder relationships: Provide high-quality insight to central teams and BMs, using customer sentiment and commercial data to support and challenge for "Best in Town" status. Acts as a catalyst for best practice which is shared across branches and the regions.

3. People, Talent & Democratic Vitality

Performance Spectrum: Manage the full spectrum of performance, taking accountability for robust performance management and active talent pipelines.

Coach and Develop the highest standards of leadership and shopkeeping in others. Driving your own development forward with a growth mindset

High Support, High Challenge: Inspire and bring the vision to life, connecting the "what" and the "why" through a culture of open and honest feedback.

Ownership in Action: Role model and lead a culture of ownership within your region.

Inclusion and belonging: creates a sense of belonging and acts as a role model for inclusion within your region.

Remote Leadership: Demonstrate brilliant remote leadership, maintaining credibility and relatability across multiple sites.

You will perform the role of Duty Director as required.

Partner engagement including; engagement survey and democratic vitality

Shopkeeping standards across the Region, measured by service reviews, mystery shops and stakeholder feedback

Stockfile management including shop controllable elements of availability and shrinkage.

Customer feedback

Executes sustainable change accurately and on time to meet defined defined objectives

Feedback from key Stakeholders and Line Reports



Skills

- Customer Centric leadership
- Emotional intelligence
- Team Empowerment
- Operational Agility
- Change Leadership
- Self awareness
- Resilience
- Data Fluency
- Business & Commercial acumen
- Communication and influence
- Shopkeeping
- Problem solving
- Growth mindset
- Developing Teams
- Talent Management
- Continuous Improvement

Qualifications & Experience (where applicable)

Essential

- A proven track record of commercial delivery and operational excellence in a volume leadership capacity
- Proven ability to manage financial accounts and drive results
- A proven track record of leading and landing change
- Track record of improving customer service and delivering exceptional brand standards
- Remote, multi-site, volume Leadership
- Data literate

Desirable

- Retail Experience

Version	Created/updated by	Date
<i>1.</i>	<i>Neil Westbrook</i>	<i>1.2.24</i>
<i>1.1</i>	<i>J Allen/I MacDonald</i>	<i>23.3.26</i>