

Trading Manager, Waitrose Commercial

Core information

Location: Bracknell head office ▾	Lines of business or shared capability area: Waitrose Trading team, part of the Commercial function.
Reports to: Head of Category Proposition Group (CPG)	
People Management: Yes ▾	
Partnership Level: Partnership level 5 ▾	Manager's Partnership level: Partnership level 4 ▾
Number of direct reports: approx. 4 (team size of 6-10)	Partnership level(s) of direct reports: Partnership level 5 ▾

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

- The Trading Manager is responsible for the commercial performance of categories within their remit (Category Groups), delivering KPIs including sales and profit targets.
- Working cross-functionally, you will collaborate to optimise and deliver the annual trading plan across all channels (retail including convenience stores, online, B2B) putting the Customer at the heart of decision making. Key teams to partner with include Merchandising Operations (Supply Chain), Commercial Finance, Commercial Management, Category Management, Value and Trade Planning, Space and Range and Own Brand.
- Leading a team of Buyers, you inspire high standards of delivery through role modelling and coaching, helping the team to prioritise within a fast paced, changing environment.
- Collaborating with the Own Brand team you'll be an advocate for product quality, taste and market leading innovation, guiding the team through the Innovation Stage Gate process and in planning key seasonal Events to achieve commercial success.
- You will build relationships and collaborate with key contacts within the Supply Base across Own Brand and Branded Suppliers, requiring excellent negotiation and influencing skills to achieve positive outcomes for Waitrose and our customers.
- You apply a rigorous and diligent approach to overseeing key cross-functional processes to achieve deadlines including reporting on Trading performance, planning Secondary Space and Forecasting.
- You leverage multiple data points to inform decision making applying data and insight capability with a continuous improvement mindset.
- As a senior member of the Trading Leadership team you will feed into the 3-5 year vision for the CPG and deputize for the Head of CPG within key workstreams when necessary.
- At all times you will have a close eye on the competitor and industry landscape.
- As a co-owner you'll role model the Partnership Behaviours and strive to make the world a better place through your impact.
- This role has extensive exposure across the business which provides excellent opportunity for career growth and



scope for future progression

- *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 area also support a hybrid working approach.*
- *We celebrate diversity and inclusion in the John Lewis Partnership and we're committed to becoming the UK's most inclusive business, reflecting and connecting with the diverse communities that we serve.*

Primary Outcomes & Accountabilities

Happier Business

- **Customer & Commercial Focus**
 - Responsible for the operational delivery of the CPG plan (12-18 month horizon)
 - Responsible for CPG level forecasts and achieving performance targets
 - Build relationships with Retail Partners, Space and Range, and Merchandising Operations (Supply Chain) to support the drive for end-to-end efficiencies
 - Leveraging tools and data to inform decision making with a continuous improvement mindset.
 - Understand the Retail environment and what's happening in the industry
- **Supplier Management**
 - Setting Supplier strategy for category areas
 - Building and fostering professional, respectful, responsive and collaborative relationships
 - Management of Tenders, VCAs and proactive cost management
 - Negotiation of effective feature space and promotional plans

Happier World

- **E&S**
 - Act in support of our Environment and Sustainability (E&S) commitments and policies
- **Compliance**
 - Adhere to GSCOP, Competition Law and Anti Bribery Law at all times

Happier People

- **Partners & Culture**
 - Manage and develop direct reports, support indirect team members
 - Actively contribute as part of the Trading leadership team
 - Act as a champion for culture, creating a safe, trusted and inclusive environment
- **Co-owner engagement**
 - Create culture of inclusiveness in which all Partners are respected and valued, their voices are heard and ideas are expressed
- **Personal Development**
 - Invest in your personal development and encourage teams to make time for their own development

Measures of success

- KPIs including Sales, Volume, Margin and Profitability
- Promotional effectiveness
- Market Share performance
- Time spent in branches to see execution/customer behaviour first hand
- Regular communications, site visits and touchpoints with Supply base
- Tracking performance against JBPs
- Advantage Survey Results
- Complete all mandatory training
- Advise and support teams to ensure compliance
- Role model Partnership Behaviours
- Feedback from the team
- Encourage collaboration across teams
- Active engagement with Partnership democracy channels
- Team members have development plans and are empowered to reach their goals



Skills

Commercial Acumen:

- Strong understanding of category performance and customer behaviour with ability to analyse data and identify opportunities to drive performance.
- P&L ownership, budget planning and performance tracking.
- Understanding of trading levers and interaction between metrics.

Customer Focus:

- Deep understanding of customer needs & missions across different channels.
- Ability to align decisions with customer expectations.

Negotiating & Influencing:

- Skilled in relationship building and commercial negotiations with suppliers to secure optimum terms and agreements.
- Ability to work collaboratively with internal stakeholders and lead cross-functional teams, balancing priorities with the needs of the customer and business.

Leadership:

- Ability to clearly communicate a vision of success in a compelling way to empower teams to deliver to a high standard, with clear prioritisation.
- Creates the right conditions for all Partners to be their best, make their best contribution and achieve their potential.
- Values what different life experiences bring to the Partnership and how this adds to unbiased and smarter decisions.
- Enables the right conditions for Partners to share their opinions, for them to be heard and acted on.
- Engages and leads Partners in delivering and embedding change consistently and effectively.

Qualifications & Experience (where applicable)

Essential

- Commercial/Buying experience with a track record of delivering strong results
- Experience in team leadership and coaching
- Experience in creating and delivering strategic plans and budget forecasts
- Experience in significant commercial negotiations
- Stakeholder management experience across multiple functions and levels

Desirable

- Knowledge of negotiating skills such as GAP approach
- Proficient systems use (e.g. Tableau, Anaplan, NielsenIQ)
- Knowledge of applicable Compliance standards (GSCOP, Competition Law etc.)
- Experience working in relevant functions (e.g. Category Management, Supply Operations, Commercial Finance)

Version	Created/updated by	Date
V2	Miriam Tellis	14/08/25