

Job title:

Core information

Location: Bracknell head office ▾	Lines of business or shared capability area: Waitrose (Supply Chain)
Reports to: Supply Chain Performance and Budgeting Lead	
People Management: Yes ▾	
Assignment Management: Yes ▾	
Partnership Level: Partnership level 6 ▾	Manager's Partnership level: Partnership level 5 ▾
Number of direct reports: 3	Partnership level(s) of direct reports: Partnership level 7 ▾

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

As a Partner in our business your number one focus is to work collaboratively to create more value for our customers and our business, driving distribution performance to deliver the partnership plan.

As the Supply Chain Performance Manager, you will be the expert in driving decision making that ensures our Supply Chain optimises costs and efficiency. You will be responsible for identifying opportunities to improve efficiency, increase overall productivity and reduce operating costs, enabling operational and financial decision making.

You'll be creating reporting which builds the understanding of our Distribution centre's performance and which surfaces issues, mitigates risks and maximise opportunities. Through the translation of financial forecasts into operational budgets, you will be jointly responsible alongside business leaders to meet the financial targets and drive an efficient Supply Chain operation across all distribution sites in the Waitrose network, both partner led and 3rd party led.

Additionally, you will support the development of longer term strategic planning of the network and contractual agreements through the provision of performance reporting and insight about our current operations and analysis of the impact, and then the tracking of benefits of change.

You will lead a team who identify opportunities to improve productivity performance across the Supply Chain and provide stakeholders with insights and analysis on productivity and performance to inform their decision making. You will manage how productivity and performance data is captured and measured across the Waitrose supply chain sites.

You will support all Partners to realise their potential, enabling conditions for Partner opinions to be heard and acted upon and ensuring Partners achieve and deliver work in line with the business outcomes and with the customer at the heart of decision



making.

Primary Outcomes & Accountabilities

Performance & Budgeting

- Support the Supply Chain Performance & Budgeting Lead, Supply Chain teams and Finance to provide deep and granular insight on SC performance - turning a detailed view of current and proposed operational activity into financial metrics and forecasts, providing accurate and timely analysis, insight and reporting on current performance and make recommendations for mitigating actions.
- Providing visibility of all financial performance and costs (Capex / Opex etc) across Supply Chain, working with site-management (Partner-run and 3PLs) to manage the budgets and P&Ls across all sites, driving monthly review meetings to review and providing challenges on performance.
- Support in drawing insights from financial performance analysis, describing reasons for changes, risks and opportunities and recommendations for how we get back to plan.
- Support in surfacing opportunities to improve the overall financial performance of the Supply Chain and to make the most profitable trade offs for the business.

Site Level P&L Management

- Support the Supply Chain Performance & Budgeting Lead and site management teams (Partner-run and 3PLs) to develop detailed P&Ls across all sites, closely monitor site commercial and financial performance, producing and monitoring site level P&Ls and translating forecast demand into labour and asset financial forecasts at individual site level.

KPI Scorecard Management

- Support the Supply Chain Performance & Budgeting Lead, Finance, Commercial, Merchandising, Distribution, Retail and Online to create, develop, measure, monitor and review a balanced set of KPIs across the end-to-end Supply Chain.

Integrated Planning Review

- Review of end-to-end integrated planning outputs, reviewing the costs on a period basis for internal and external cost centre holds, comparing actuals vs plans and providing challenge where there are variances.

Financial Data Lead

- Identifying, creating, translating and analysing financial data that the WR Supply Chain & Distribution

Measures of success

- Measurable evidence of improvements to financial performance & costs in the Supply Chain, driven from reporting and insight generated by the team.
- Evidence of provision of timely and meaningful performance data and insight which influences decision making within and beyond the Supply Chain.
- Identification and effective surfacing of trade offs and opportunities - operational improvement within Supply Chain and beyond.
- Improvements in productivity through effective and proactive identification of risks and opportunities, as well as effective assessment of impact of operational change in Waitrose



operations is based on, ensuring data quality is high and any issues are identified and resolved quickly.

Facilitate collaborative Financial Reporting Translation between Finance & Supply Chain

- Support the Supply Chain Performance & Budgeting Lead in 'being the bridge' between Finance and Supply Chain, ensure wider, high level reporting flows from the detailed reporting within the team and that high level business targets are translated into operational budgets and weekly / daily reporting.

CI Tracking

- Support the Supply Chain Performance & Budgeting Lead, Network Planning & Optimisation Lead and Distribution teams to track ongoing CI activities, tracking financials, business cases and performance KPIs.
- Support the PIR of new processes and initiatives within Supply Chain to determine true profitability and lessons learnt.

Business Case Development and Tracking

- Support the Supply Chain Performance & Budgeting Lead, Strategic Planning & Development Lead and Finance team (together with business owners of opportunities) to develop business cases for the Supply Chain strategic portfolio and change programmes and track benefit delivery.
- Supporting to identify benefit levers from each programme with the relevant business owners, working closely with central Finance to flag where there a benefits / cost impacts in areas outside Supply Chain.
- Build the overarching Supply Chain view of benefits being delivered over and above the signed off budget and how these map to the Supply Chain cost buckets.
- Support in identifying and managing any duplication risk between business cases.
- Support to agree the baselines for Supply Chain benefits, monitor and track progress towards benefits targets and reporting / escalating if benefits delivery is off plan.

Productivity Centre of Excellence

- Leading the Supply Chain centre of expertise for productivity measurement (including Time & Motion measurement activities), maximising the value time brings across the operation.
- Directing accurate and timely measurement of productivity targets, working with stakeholders to ensure mitigation measures are achieved.



Skills

- Commerciality
- Critical Thinking
- Data Driven
- Influencing decisions and stakeholders
- Outcome Focus

Qualifications & Experience (where applicable)

Essential

- Deep supply chain financial, budgeting and P&L development experience within a retail environment
- Writing and developing business cases
- Experience in benefit tracking and monitoring
- Handling conflict and arbitration across competing priorities
- Flexibility in style when dealing with different directorates
- Highly process and data driven
- Managing 3rd party delivery
- Leading teams of data analysts
- Data handling / Analytical skills

Desirable

- Experience in Finance planning or a Financial Qualification
- Good understanding of BI and Data Warehouses
- Highly curious and has a well developed external network

Version	Created/updated by	Date
1.2	Jodi Barter	25/06/2026