

## Job title: RETAIL STRATEGY & DESIGN SUPPORT, WAITROSE

### Core Information

<b>Location:</b> Bracknell	<b>Capability:</b> Retail
<b>Reports to:</b> Retail Strategy & Design Specialist	
<b>People Management:</b> No ▾ <b>Assignment Management:</b> Yes ▾	
<b>Partnership Level:</b> Partnership level 8	<b>Manager's Partnership level:</b> Partnership level 7
<b>Number of direct reports:</b> 0	<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 & 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

As a Partner in Retail, you're accountable for retail excellence with a relentless connection to customers and shops alike, dedicated support for today's demands, and visionary strides to shape, optimise, and revolutionise the future of retail. Rooted in adaptability, driven by a continuous improvement mindset, and fueled by a commitment to getting it right the first time, our Retail Support Teams are the dynamic force steering a thriving and innovative retail ecosystem of John Lewis Partnership.

As a Support Partner, your crucial role involves providing unwavering support, fostering collaboration, and adapting to the dynamic retail landscape. Embracing continuous improvement, your flexibility and proactive approach, ensuring sustained excellence and contributes to team resilience.

The Retail Strategy & Design Support provides essential support in the execution of the retail roadmap, helping to track and coordinate Horizon 1-3 initiatives that bridge immediate shop improvements with future innovation. Working closely with the Manager, you will assist in gathering market trends and competitor intelligence to help the Retail Research and Design teams build customer-centric propositions. You will play a key hands-on role in the administration of the annual planning process and provide end-to-end coordination for Proof of Concept (PoC) testing, ensuring that data is captured accurately within agreed measurement frameworks. This role is the "engine room" of the team, ensuring that strategic ambitions are backed by the organized data and trial results needed to prove investment value.

### Primary Outcomes & Accountabilities

Support the delivery of Retail Strategy initiatives, coordinating project timelines and updates to ensure alignment between physical shops and Retail Product teams.

Maintain the Horizon 1–3 roadmap tracking, ensuring all project documentation, status reports, and strategy decks are up-to-date and reflect the latest market insights.

Assist in synthesizing market and competitor data provided by the Partnership Strategy team, creating summary reports that highlight actionable priorities for the Design teams.

Provide administrative and logistical support for the Retail Research and Design teams, helping to organize workshops, customer interviews, and design sprints.

Collaborate with business wide stakeholders, including multiples teams within Retail, Supply Chain, Commercial, DI&A, Online, People and Customer teams

Coordinate the end-to-end lifecycle of Proof of Concepts (PoC), managing the "on-the-ground" logistics of in-store trials and ensuring feedback loops are maintained.

Collate data for measurement frameworks, gathering the necessary metrics from trials to help the team validate strategic assumptions and ROI.

Support the Annual Planning cycle by organizing meetings with Retail Leads, capturing requirements, and preparing presentation materials for priority sign-offs.

Act as a point of contact for Retail Product teams, ensuring clear communication regarding design principles and consistent Customer/Partner journeys.

Regularly visit shops to assist with trial implementation and gather direct feedback from Partners to identify operational risks or opportunities.

You will play an active role as a co-owner in the Partnership, contributing to the long-term success and health of the business.

### Measures of Success

- Delivery of all agreed Customer, Partner, Financial and Operational metrics as agreed with your People/Task Manager
- Trial Coordination: Proof of Concepts are launched on time with all logistical requirements seamlessly handled.
- Data Integrity: Trial data and measurement reports are delivered promptly to support the development of investment cases.
- Stakeholder Support: Positive feedback from Retail Leads and Product teams regarding the clarity and frequency of project updates.
- In order to stay connected to our Shops and customers, you are required to spend at least 1 day per month at a Waitrose shop and support with a minimum of one week's worth of Helping Hands during peak trading times

### Skills

- Strategy Development
- Product Management



- Commerciality
- Critical Thinking
- Stakeholder Management

**Qualifications & Experience (where applicable)**

**Essential**

- Strategic Planning
- Commercial & Financial Modelling
- Value Proposition Design
- Insight Synthesis
- Stakeholder Influence

**Desirable**

- Project & Change Management Experience

<b>Version</b>	<b>Created/updated by</b>	<b>Date</b>
<i>1.</i>	<i>Lee Jeyes</i>	<i>20.03.26</i>
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