

Job title: Operational Support Analyst

Core information

Location: Bracknell	Profession: Supply Chain
Reports to: Central Transport Planning and Reporting Manager	
People Management: Yes Assignment Management: Yes	
Partnership Level: Partnership level 8	Manager's Partnership level: Partnership level 7
Number of direct reports: 2	Partnership level(s) of direct reports: Partnership level 9

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

Provide detailed reporting to facilitate monthly and yearly closure within central finance teams. Work alongside key stakeholders, including Finance business partnering and fleet operators to establish robust processes to facilitate accurate reporting and process improvement. Play a key role in the budgeting and forecasting process across Central Transport. Provide detailed variance analysis and assist in the coordination yearly budgeting process. Manage all collation and analysis for Partnership wide cost allocation ensuring central finance teams are in receipt of necessary data in a timely manner. Coordinate all reporting and analysis for fleet costs across the Partnership.

Primary Outcomes & Accountabilities

- To assist the Central Transport leadership team in the annual budget and forecast process for Capital &

Measures of success

- Budgets are produced in a timely manner across all areas



Revenue expenditure for the Partnership Commercial and Car fleet including associated equipment & costs.

- Manage and evolve the relationship between the Fleet Operators, Central Finance teams and Central Transport ensuring all areas are aware of accountabilities and requirements.
- Robust relationship established between Central Transport operations and Central Finance teams.
- To manage reporting and data flow to and from 3rd party car finance provider to facilitate reporting packs.
- Analyse all labour and parts reporting across 8 workshops, ensuring completeness and resolving all queries and issues with workshop management prior to completion. This will include productivity analysis.
- Working alongside key stakeholders, including Procurement, Finance Business Partnering team, Asset Management, Fleet operators etc, provide detailed variance analysis to aid strategic business decisions.
- To provide analysis of all aspects of Commercial & Car fleets including detailed analysis of our 8 vehicle workshops.
- Manage the analysis and collation of Partnership wide cost allocation, ensuring that central finance teams and fleet operators are supplied with the relevant data required to process journals in a timely manner.
- Manage and administer the vehicle leasing process across multiple 3rd party banking facilities
- Identify key areas for improvement and efficiency and highlight the Central Transport steering group.
- Lead the operational support technician team to reach their full potential providing development opportunities where possible.

- Robust relationship established between Central Transport operations and Central Finance teams.
- All analysis is provided to facilitate financial reporting
- Reporting packs produced in a timely and accurate manner to facilitate journal posting.
- All labour and parts reporting in accurate and timely and all issues resolved quickly and efficiently.
- All stakeholders are involved and kept informed of strategic changes.
- Key management information is available to inform decision making.
- Data is supplied to central finance teams within the month end deadline.
- Vehicles are leased in a timely manner
- All efficiencies are harnessed at the earliest opportunity.
- All Partners reach their full potential.
- Lease information to be kept up to date and stakeholder relationship managed.



<ul style="list-style-type: none"> To manage the Central Transport vehicle Leasing process between JLP and our banks 	
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<p>Skills</p> <ul style="list-style-type: none"> Strong level of analytic ability Strong influencing skills at all levels Strong stakeholder management skills Ability to prioritise effectively.
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<p>Qualifications & Experience (where applicable)</p>
<p>Essential</p> <ul style="list-style-type: none"> Intermediate/advanced Google Sheets/Excel skills Knowledge of fleet operations including vehicle workshops & KPIs Knowledge of budgeting and providing key management information. Knowledge of vehicle leasing processes People Management experience Experience using Key2 fleet management software
<p>Desirable</p> <ul style="list-style-type: none"> Knowledge and experience of car schemes - Employee car ownership & company cars

Version	Created/updated by	Date
1	Joanna Porter	23/11/2023