

Job title: DELIVERY & OPERATIONS MANAGER

Core information

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| Location: Bracknell head office ▾ | Lines of business or shared capability area: Waitrose Value Stream I |
| Reports to: Head of Change Delivery & Technology | |
| People Management: Yes ▾ | |
| Assignment Management: Yes ▾ | |
| Partnership Level: Partnership level 5 ▾ | Manager's Partnership level: Partnership level 4 ▾ |
| Number of direct reports: 2 | Partnership level(s) of direct reports: Partnership level 6 ▾ |

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. You will be accountable for the technical change and operational availability, performance and service management of a portfolio of services in a way that delivers maximum value to the Partnership. The ability to balance required pace of technical change and the operation of these applications and services is crucial to the Partnership functioning effectively as a profitable business.

This role is central to ensuring such capabilities are retained, developed and deployed for commercial success whether through Partner or externally sourced capability. You will have the opportunity to develop and stretch personally and professionally to achieve your potential.

Primary Outcomes & Accountabilities

- Set clear intent, direction and guardrails to achieve outcomes, aligned to the Partnership and business area strategies.
- Empower and support teams to make decisions and resolve challenges in line with the strategy for your

Measures of success

- Success in the Partnership is measured by the Integrated Objectives. These lay out our ambitions in **Partner, Customer, Profit and Power.**
- On an annual basis medium term objectives will be set & reviewed to enable the Partnership to deliver on these ambitions. As a leader in the Partnership,



area.

- As a co-owner, actively share the responsibilities of ownership and support Partners and colleagues to have a voice in our business.
- Invest in your personal and professional development, utilising the opportunities available to you through your Profession to develop your skills and capabilities.
- Engage with your function, supporting your lead to continuously develop and improve it.
- Leverage insight and internal and external networks, as appropriate, to keep abreast of key customer requirements, market conditions and trends, including technological advancements, and feed these into strategic thinking.
- Accountable, as a single point of contact, for the availability, performance, resilience, continuous improvement and secure operation of applications to contracted service levels and agreements.
- Provide governance and leadership for strategic suppliers to ensure delivery to service levels. Build relationships with those suppliers that ensure alignment with, and delivery of, strategic Partnership objectives.
- Manage financials and own the operating budget within your area, taking into account costs, benefits, risks, capacity constraints and timescales, to deliver Partnership strategic outcomes with the maximum possible value. This should include 3rd parties and contracts.
- Engage with senior stakeholders (up to and including Exec. level) and key roles within your own portfolio area, and in relevant governance groups, ensuring alignment with the Partnership strategy & driving / influencing change activity to deliver targeted outcomes.
- Ensure risks and opportunities are managed, making recommendations to relevant stakeholders and initiating interventions where required to optimise delivery of the services.
- Own handoffs between the team and other functions across the Partnership and externally, coordinating key messages, handling escalations, and ensuring joint working delivers against outcomes.
- Act with integrity using judgement to do the right

you will be accountable for delivering on these objectives and also for determining & producing more detailed Objectives and Key Results (OKRs) in your area to support the achievement of these. You will achieve this by leading and empowering your teams.

- It is expected that you will review OKRs in your area on a quarterly basis to set the business up for success in achieving the overarching Integrated Objectives.
- Additionally, you will be accountable for key metrics and measures on an ongoing basis to track business success in support of the overarching strategy.
- Operations of services within agreed SLAs and targets
- Delivery of services within budget and financial targets
- Delivery of change within agreed timelines and to expected quality
- Realisation of change benefits against business case
- Performance of 3rd parties against service improvement objectives such as cost, efficiency or quality.



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| <p>thing</p> <ul style="list-style-type: none"> Fulfil the “service owner” role for assigned Strategic, Key and Preferred vendors, ensuring the vendor delivers against agreed requirements and outcomes for the services they own, and understanding & forecasting demand for the vendor’s services. | |
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| Skills | |
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| Change leadership | Leads confidently and competently through change, reflecting Partnership values |
| Critical thinking | Uses data and evidence to develop thinking and form reasoned judgements |
| Empowering others through delegation | Shares own vision with others in a compelling way to enable an environment of support, stretch and challenge |
| Influencing decisions and stakeholders | Works collaboratively through active listening and assertive communication to reach win-win outcomes. Adapts style to influence stakeholders and keeps Partnership interest as the forefront of decision making. |
| Outcome focus | Persists in the face of obstacles and overcomes barriers that arise, keeping focus on the desired outcome |

| Qualifications & Experience (where applicable) |
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| <p>Essential</p> <ul style="list-style-type: none"> Experience of setting up and running DevOps based Product teams Relevant industry/portfolio knowledge and experience Strong experience of Supplier Performance Management and Supplier Relationship Management People management experience Ability to work under pressure in a fast-paced environment A drive to deliver operational excellence and improvement Experience of leadership across disparate areas, possibly involving multiple vendors Outstanding communication skills that go beyond “tech talk” – the ability to translate complex IT matters to those without an IT background A clear passion for innovation and change with demonstrable evidence of delivery of innovative change/disruptive thinking Proven track record of extensive stakeholder management |
| <p>Desirable</p> <ul style="list-style-type: none"> Experience within Retail / Supply Chain organisations |

| Version | Created/updated by | Date |
|---------|--------------------|------------|
| 1.1 | Helen Heighes | 12/11/2024 |