

Job title: Assistant Product Operations Specialist

Core information

Location: Bracknell head office ▾	Lines of business or shared capability area: Waitrose
Reports to: Product Manager, Merchandising Optimisation & Development	
People Management: No ▾	
Assignment Management: No ▾	
Partnership Level: Partnership level 8 ▾ TBC	Manager's Partnership level: Partnership level 6 ▾
Number of direct reports: 0	Partnership level(s) of direct reports: 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 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

Provide technical support to Partners within the Supply Chain End To End function, and beyond. You will take responsibility for the maintenance and governance of key system processes within our core Merchandising systems: LDE (Demand), JDA (Planning and Fulfillment), RMS (Order Execution & Inventory) and related satellite systems. You will act as the primary point of communication from your team to the wider business, helping to manage, prioritise and escalate support as necessary. By understanding and leveraging data, you will derive continuous improvement opportunities within core planning processes and facilitate their delivery. You will also be responsible for ensuring these improvements are embedded into Standard Operating Procedures and ways of working across the impacted departments.

The Partnership and Your Contribution

The Partnership is a unique UK retail business, and as a Partner, you will share in the responsibilities and rewards of co-ownership. Your direct contribution makes a significant difference, and your knowledge and skills will be valued and developed. Expect to be challenged, but equally trusted to perform your role. Focus on protecting our business, our loyal customers, and our amazing brand. Be proactive, forward-thinking, work smart, and above all, enjoy what you achieve.



Primary Outcomes & Accountabilities

1. Technical Support & Issue Resolution

- Provide technical support to Partners within the Supply Chain End To End function, and beyond.
- Manage, prioritise and escalate this support as necessary.
- Actively resolve issues and communicate any changes.

2. System Governance

- Take full responsibility for the maintenance and governance of key system processes within our core Merchandising systems: LDE (Demand), JDA (Planning and Fulfillment), RMS (Order Execution & Inventory) and related satellite systems.

3. Stakeholder Communication & Landing Change

- Be the primary point of communication from your Team to the wider business.
- Effectively land change from new system upgrades or changes to existing processes.

4. Continuous Improvement & Knowledge Sharing

- Derive Continuous Improvement opportunities within core planning processes and facilitate their delivery.
- Understand and leverage data in the pursuit of these goals to ensure the correct decisions are made and maximum value delivered.
- Take advantage of opportunities to develop and roll-out training to Merchandising partners.
- Play a full part in the Merchandising Profession, support the JLP Strategic Goals, related touchpoints and delivery of Objectives & Key Responsibilities (OKR's).

Measures of Success

1. Process Excellence (Direct Measures)

- **Process Adherence:** Consistency of process adherence across Merchandising End-to-End.
- **Documentation:** Up to date and accurate documented process flows and SOP's.
- **Implementation Quality:** Successfully embedded changes to process with no errors as result.

2. Business Impact & Communication (Direct Measures)

- **Business Awareness:** Achieve appropriate business awareness of any operationally-impacting issues.

3. Operational Value (Indirect Measures)

- **Merchandising Metrics:** Measurable improvements to Merchandising metrics (Availability, Wastage, Stock-holding, Operational Cost, Profit).

Skills & Experience

Essential:

- **System Experience:** Evidence of using systems such as LDE, JDA, RMS for Merchandising.
- **Communication:** Strong communication skills to effectively act as the primary point of contact.
- **Knowledge Sharing:** Delivery of training to build knowledge and understanding across teams.
- **Organisation:** High-level organisational skills to manage, prioritise and escalate support.
- **Stakeholder Management:** Ability to manage relationships and ensure business awareness.
- **Delivery Focus:** The ability to take ownership of a task or ticket and drive it through to completion with minimal supervision.

Desirable:



- **Agile Methodology:** Experience or familiarity with industry-standard Agile ways of working, which will be embedded into this role.
- **Change Management:** Experience in embracing change and supporting the business through system upgrades.
- **Experience of working in Supply Chain**

Version	Created/updated by	Date
1.0	Mark Jenkins	30/06/2026