

SPACE PLANNER

Core information

Location: Bracknell head office ▾	Lines of business or shared capability area: Waitrose Commercial
Reports to: Manager, Range and Micro Space	
People Management: No ▾	
Assignment Management: Please select ▾	
Partnership Level: Partnership level 8 ▾	Manager's Partnership level: Partnership level 5 ▾
Number of direct reports: 0	Partnership level(s) of direct reports: 0

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

In this role, you are responsible for delivering and maintaining the ranging and planogram layouts for assigned categories, ensuring sales, profit, and efficiencies are captured through the accurate creation of ranging and planograms. You will play a vital role in ensuring our "customer first" vision is physically represented on the shelf, providing a consistent and easy-to-shop experience for our customers.

You will use shop and category insights to execute tailored ranges and planograms that meet the specific needs of our customers within each cluster. You act as the essential link between commercial plans and retail reality, ensuring that ranges are not only market-leading but also operationally achievable across every store format and channel.

By utilising tools such as **Relax CCM** and **Tableau**, you will deliver customer-focused layouts that meet targeted outcomes and support the broader strategic goals of the Partnership. As a key member of the Space, Range & Formats team, you will support the balance between customer needs and commercial targets, ensuring **operational simplicity** and **GSCOP adherence** are maintained across all your assigned layouts.

Primary Outcomes & Accountabilities	Measures of success Financial Performance: Measurable improvement in sales,
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Mission-Led Ranging: Support the delivery of brilliantly curated ranges across all channels (convenience, core and online), ensuring the product mix accurately reflects the Partnership's quality and value credentials on the shelf.

Clustering & Tailoring: Apply the "Customer & Mission" approach by executing range classes and tailored layouts that ensure local relevance and "shop-ability" for our customers.

Assortment Maintenance: Assist in the management of distribution points and assortment size, working with the Range Analyst to prevent range bloat and maintain a clear, organised shelf.

Stakeholder Collaboration: Actively participate in Category Pods, providing the Space and Range perspective to support commercial decisions and ensuring the "voice of the customer" is represented in layout discussions.

Scenario Execution: Utilise space applications (such as Relex CCM) to build planogram scenarios that balance Space, Days of Supply, and Cases on Shelf

Space Accuracy: Maximise the performance of assigned physical space by ensuring layouts are engineered for profit density, shop efficiency, and smooth customer flow.

Performance Monitoring: Regularly review category performance using Tableau and Dunhumby Shop, identifying and flagging opportunities for improvement to the Range Analyst.

Planogram Excellence: Create and maintain visually impactful planograms that support customer navigation. Ensure 100% of planograms are published error-free and on time, whilst managing the Layout Issue Log to resolve store queries within agreed SLAs.

Critical Path Adherence: Manage own workload to align with the end-to-end range review critical path for both BAU and project work, ensuring all milestones are met.

Supply Chain Support: Facilitate seamless stock flow from warehouse to shelf by providing accurate range distributions and data within agreed timelines.

Packaging & SRP Optimisation: Collaborate with the CPG teams to provide practical feedback on packaging and SRP (Shelf Ready Packaging) design. Ensure all product dimensions and designs facilitate efficient stocking, maximise shelf space, and support an "easy-to-shop" environment for customers.

profit, and Profit Density per Linear Metre within the assigned category.

Range Health: Evidence of optimised Space vs. DoS/CoS (Days of Supply/Cases on Shelf) and Category Weighted Distribution.

Productivity Metrics: Effective management of BRAG lines and overall range productivity.

Execution Excellence: 100% on-time planogram publishing with a Zero Error Rate, ensuring the "paper plan" translates perfectly to the shelf.

Post-Implementation Review: Contribute to high-quality Post-Implementation Review (PIR) documentation, providing the data and observations that help drive future strategy.

Cluster Implementation: Accurately execute cluster and Layout Group (LG) strategies, ensuring the specific needs of different store formats are met.

Critical Path Adherence: Every layout review and range reset is delivered on time to the expected standard within the business critical path.

SLA & Issue Management: Proactively manage the Layout Issue Log, ensuring all store queries are resolved within agreed timelines and compliance standards.

System Proficiency: Demonstrate consistent and accurate output using Relex CCM, building layouts that align with the defined range tactics.

Pod Collaboration: Maintain positive engagement and provide helpful, data-driven feedback to CPG Leads and Category Pods regarding range implementation.

Retail Reality: High levels of satisfaction from Shop Partners regarding "ease of shop" and the replenishment efficiency of planograms.

Skills	
Customer Centricity	Puts every customer, both internal and external, at the heart of everything, and understands the Partnership ambition to offer differentiated service that is aligned to our Values. Understands that they are empowered to deliver incredible service for every type of customer with whom they interact and act on this every time in every environment.
Commerciality	Demonstrates a passion for and breadth of knowledge of Retail, including our own business model; competitors, and wider industry, economic and political challenges.
Continuous improvement (CI)	Consistently demonstrates a continuous improvement mindset
Outcome Focus	Remains motivated and shows drive and determination to achieve success. Persists in the face of obstacles and overcomes any barriers that arise, focusing on solutions and not problems.
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.

Qualifications & Experience (where applicable)
Essential Retail & Merchandising Foundation: Experience within a retail environment (Head Office or Store-based), with a basic understanding of Merchandising, Range Planning, or Layout principles. Customer-Centric Mindset: An understanding of how customers shop and a desire to move beyond "gap-filling" to create layouts that reflect specific shopping missions and habits. Format Awareness: A good understanding of different retail channels and formats, with the ability to adapt layouts to suit varying shelf heights, depths, and physical footprints. Technical Aptitude: Proficiency in (or a strong desire to learn) space management systems such as Relex CCM. A high level of IT literacy is essential. Data Competency: Solid analytical skills with the ability to use Excel and Tableau to interpret category data and identify basic trends or stock issues. Commercial Fluency: A sophisticated understanding of retail finance and space metrics, including Profit Density, Weighted Distribution, and Stocking Point logic. Stakeholder Accountability: Proven experience in holding stakeholders (e.g., Buyers and CPG leads) to account on assortment size, distribution strategy, and long-term category goals. Time Management: The ability to manage multiple tasks and planograms simultaneously, following a structured critical path and maintaining high standards under deadline pressure.
Desirable



Regulatory Compliance: Clear understanding of **GSCOP** and its practical application within range reviews and supplier management.

Matrix Navigation: Experience operating effectively within a matrix structure, demonstrating the ability to manage complex internal relationships and communicate effectively across departments.

Version	Created/updated by	Date
1	Sarian Gorman-Davies	05/02/2026
1.1	Sarian Gorman-Davies	02/04/2026