

Job title: **Administrator Customer Delivery Hub (CDH)**

Core information

Location: Network Customer Delivery Hub (Location)	Lines of business or shared capability area: JL Supply Chain
Reports to: Section Manager, Administration	
People Management: No ☐ Assignment Management: No ☐	
Partnership Level: Partnership level 10	Manager's Partnership level: Partnership level 8

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 are not 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. Our values outline how we are and how we want to behave with one another, our customers, suppliers and stakeholders.

The Partnership supports agile and flexible working practices, such as when, where and how we work. We have several different ways to work flexibly, including part-time, flexible or compressed hours and job sharing.

We celebrate diversity and inclusion in the John Lewis Partnership and we are committed to becoming the UK's most inclusive business, reflecting and connecting with the diverse communities that we serve.

Critical purpose of the role:

To accurately and efficiently carry out administration tasks to support the Customer Delivery Hub, Customer Delivery Hub Management and Third Parties within the Customer Delivery Hub and Customer Delivery Network using a variety of systems and communication channels.

Primary Outcomes & Accountabilities

As a Partner you will

- Behave in line with the Partnership's purpose and democratic principles, promoting co-ownership to customers and each other that we're a better way of doing business.
- Share knowledge, experiences, ideas and opinions to improve the Partnership, speaking honestly and frequently.
- Invest in your personal and professional development to achieve your potential, by doing more, doing better, or doing different.
- Continuously engage with and actively contribute to your Profession.
- Take responsibility for actively engaging with change.

Operational Performance

- Coordinate general Customer Delivery Hub administration to relevant Food Standards legislation.
- Responsible for purchase order management, including an awareness of financial budgets, raising orders and receipting

- Responsible for monitoring stock levels of sundry items.
- Co-ordinate the ordering and oversee the allocation of business dress
- Support the CDH Management team in delivering an excellent customer experience through accurate and timely completion of daily operational tasks, including transport support using relevant systems and trackers.
- Understand and adhere to the General Data Protection Regulation (GDPR).
- Assist CDH Management team in note taking activities including Disciplinary and Grievance policy and procedures, local voice and wider democracy activities.
- Be a strong communicator across a number of communication channels.
- Build and maintain collaborative and effective relationships with key stakeholders.
- Support effective CDH maintenance action and follow up, in conjunction with authorised maintenance providers and relevant systems.
- Support and champion business strategies and initiatives including Partnership Plans, CSR, Health and Wellbeing and local charity.
- Be a brand ambassador, delivering an outstanding end to end customer experience.
- Promote and adhere to all Legal, Health & Safety and Customer Delivery Hub Operating procedures

Customer

- Identify, promote and implement areas for improvement for 'Net Promoter Score' and 'Customer Promise' to increase the customer service provided to all John Lewis Customers.
- Promote and deliver outstanding customer service to all your stakeholders, including customer collection where relevant.
- Demonstrate a good understanding of the John Lewis Customer Delivery Proposition and Customer Promise.

Personal

- Take ownership for your personal and professional development, acting as a role model for all Partners by coaching, giving and receiving feedback in order to achieve agreed goals.
- Ensure your mandatory training is up to date.
- Ensure you keep up to date with CDH and John Lewis Partnership information bulletins and updates.

Contributing to a safe working environment

- Adhere to Health and Safety policy and guidance.
- Report all accidents and near misses to your Line Manager to adhere to Health & Safety Legislation.
- Follow the recommended John Lewis Partnership's manual handling and mechanical handling instruction.

Measures of Success

- Passed all required courses, Confirmation of Learning and assessments.
- Stakeholder Feedback.
- CDH reporting deadlines and accuracy.
- CDH Customer Metrics
- CDH Food Safety Audit Results
- GDPR compliance
- Accurate Purchase Order completion and reconciliation.
- Understand and follow Site Operating Procedures

Skills

Agile Approach	Able to easily adapt according to circumstance and change approach as required
Continuous Improvement	Consistently demonstrates a continuous improvement mindset

Customer Centricity	Understands the end to end customer journey and puts every customer, both internal and external, at the heart of everything we do
Accuracy/Attention to Detail	Carries out the task-in-hand thoroughly, completely, on time and with accuracy, working with consistent high-quality and attention to detail.
Role Modelling	Demonstrates ethical partnership behaviours and inspires others to replicate
Stakeholder Management	Identifies key stakeholders, their motivations and priorities, and considers these when building and managing relationships. Anticipates stakeholder challenges and proactively plans for these, displaying strong communication

Partnership Behaviours - Leading Self

- Absolute Clarity
- Owning It
- In This Together
- Brilliant Retailers
- Continuous Improvement
- Distinctly Partnership

Qualifications & Experience

Excellent computer skills and knowledge of IT systems.

Essential:

- Experience of working in an administrative role.
- Previous experience of data processing and inputting.
- Excellent communication skills (verbal and systemic).
- Excellent organisation and planning skills.

Desirable:

- Knowledge of telematics and route planner systems
- Experience of working in a supply chain environment
- Use of a Procurement System
- Food Safety Level 2
- Note-taker trained

Version	Created/updated by	Date
1.0	Lindsay Tulip	22 November 2022
1.1	Job Outline Working Group	16 December 2022
1.2	Sally Shidders	23 May 2023
1.3	Job Outline Working Group	5 June 2023
1.4	Partnership Behaviours - Working Group	12 June 2024