

Job title: Product Development Assistant

### Core information

|                                                       |                                                                               |
|-------------------------------------------------------|-------------------------------------------------------------------------------|
| <b>Location:</b><br>Dishpatch (North Greenwich)       | <b>Lines of business or shared capability area:</b><br>Dishpatch Food Product |
| <b>Reports to:</b> Head of Food Product, Lucie Barnes |                                                                               |
| <b>People Management:</b> No ▾                        |                                                                               |
| <b>Assignment Management:</b> No ▾                    |                                                                               |
| <b>Partnership Level:</b> Partnership level 9 ▾       | <b>Manager's Partnership level:</b> Partnership level 6 ▾                     |
| <b>Number of direct reports:</b> 0                    | <b>Partnership level(s) of direct reports:</b> 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

The primary purpose of this role is to support the Food Product team in executing Dishpatch's menu strategies and driving new product development (NPD) to strict deadlines.

As the culinary engine behind our revenue pipeline, the Food Product team explores, creates, and launches innovative products that delight our customers and accelerate company growth. Because we manage the entire product lifecycle end-to-end—from initial concept to first execution—**this is a fast-paced environment that requires a high degree of adaptability, sharp problem-solving, and the ability to manage multiple moving parts simultaneously.**

Based primarily in the development kitchen, you will work side-by-side with the Head Development Chef to bring new menus to life, while simultaneously serving as the critical, on-site representative for the Food Product team within the wider Operations department.

## Primary Outcomes & Accountabilities

### New Product Development (NPD)

- **Collaborate & Ideate:** Support the Head Development Chef and the wider Food Product team on new product concepts, development briefs, and project timelines. Actively participate in creative ideation sessions.
- **Sample Preparation:** Prepare high-quality food samples for tastings, internal reviews, photoshoots, and marketing events.
- **Process Management:** Manage the end-to-end "Test Box" process for trialling new products.
- **Operational Handover:** Deliver accurate recipes and specifications to the Operations team, providing hands-on training where required.
- **Development Kitchen & Stock Management:** Oversee stock control, rotation, ordering, product labelling, and packaging inventory for the development kitchen. Maintain a clean, safe, organised, and presentation-ready kitchen environment.
- **Event Support:** Attend ad-hoc events and showcases to prepare and present food.
- **Growth & Admin:** Learn the full product development lifecycle from concept to launch, while supporting development administration as needed.
- **Culture:** Bring energy, curiosity, and genuine enthusiasm for food innovation to the team.

### On-Site Product Representation

- **Cross-Functional Liaison:** Act as the primary on-site representative for the Food Product team within Operations, answering team queries regarding upcoming products.
- **Communication Hub:** Keep operational teams updated on testing schedules, new menu rollouts, and any critical changes to recipes or packaging.
- **Packaging Optimisation:** Partner with the Fulfilment team to continually improve product packaging for maximum efficiency and quality.
- **Feedback Loop:** Gather and share operational product feedback with the wider team to drive continuous improvement.
- **Special Deliveries:** Oversee VIP and ad-hoc delivery preparation and execution.

## Measures of success

- **Timeline Adherence:** Consistently meet testing schedule deadlines and project milestones.
- **Launch Readiness:** Complete and hand over technical specifications in strict alignment with the launch schedule.
- **Agility & Multitasking:** Effectively prioritise and manage multiple competing tasks under pressure to ensure testing and admin are completed on time.
- **Data Accuracy:** Maintain 100% accuracy of product information across all documentation and internal platforms, even during high-volume periods.
- **Precision:** Demonstrate high attention to detail in specification writing and recipe handovers.

## Skills

|                        |                                                                                                                                                                         |
|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Active listening       | Demonstrates listening, reflecting, questioning and playback skills                                                                                                     |
| Agile approach         | Able to easily adapt according to circumstances and change approach as required                                                                                         |
| Setting priorities     | Sets clear priorities and reviews regularly, proactively anticipating changes and adapting priorities accordingly                                                       |
| Continuous improvement | Consistently demonstrates a continuous improvement mindset                                                                                                              |
| Relationship building  | Interacts with authenticity, building rapport and making a positive impression in order to collaborate and build lasting connections across the Partnership and beyond. |



### Qualifications & Experience (where applicable)

#### Essential

- **Culinary Expertise:** Minimum Chef de Partie (CDP) level experience in a professional kitchen environment, demonstrating strong foundational technical skills.
- **Food Knowledge & Passion:** A deep, genuine passion for food innovation, ingredients, trends, and the wider culinary industry.
- **Communication:** Good written and verbal communication skills, with the ability to confidently present ideas to the food team and relay updates to Operations.
- **Organisation & Agility:** Strong organisational and time-management skills; a proven ability to multitask, manage multiple moving parts, and adapt to a fast-paced environment.
- **Technical Literacy:** Proficient in basic digital tools (e.g., Google Workspace/MS Office) with a sharp eye for accuracy and data detail.

#### Desirable

- **NPD & Recipe Development:** Prior experience in recipe testing, menu development, or working within a New Product Development (NPD) framework.
- **Specification Writing:** Experience working with a central recipe database, calculating yields, or building technical product specifications/handover sheets.
- **Commercial Awareness:** A basic understanding of business metrics, food costing, or operational logistics within a food-tech, scale-up, or dark kitchen business model.

| Version | Created/updated by | Date       |
|---------|--------------------|------------|
| 1       | Lucie Barnes       | 28/02/2025 |