

Job title: Customer Assistant, John Lewis

Core information

Location: Shop/site ▾ JL Shop	Lines of business or shared capability area: John Lewis Retail / Shops
Reports to: Team Manager	
People Management: No ▾	
Assignment Management: No ▾	
Partnership Level: Partnership level 10 ▾	Manager's Partnership level: Partnership level 8 ▾
Number of direct reports: N/A	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 & Partners and Waitrose & Partners, 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 and Customer Assistant, you are passionate about the success of the Partnership, acting as an ambassador for the John Lewis brand and your shop. You will work collaboratively with your colleagues, Service & Selling Coaches and leaders ensuring the Customer is at the heart of everything we do, to support our John Lewis & Partners ambition. You will ensure customers love every interaction at every touchpoint on every visit, ensuring they have a great shopping experience, leaving them happy.

You will demonstrate a flexible, agile and positive can-do approach to tasks, activities and change using the skills and knowledge you have gained. You will work flexibly across the shop to support the needs of the Customer and your key operational duties within it.

You will deliver brilliant retailing through exceptional standards of display, availability and cleanliness, and knowing your customers will enable you to provide a consistent outstanding customer experience every time reinforcing the John Lewis difference, building additional sales (& ways to pay) across all channels and within the shop.

You will continually look for opportunities to improve both as an individual, as a team and as a business, embracing new technology and evolving ways of working to ensure continuous improvement in all that we do, whilst ensuring that these are achieved through correct process and compliance adherence.

You will take responsibility for and drive your own learning and self-development actively engaging with your coaching community, whilst playing an active role in your shop in a co-owned business which is part of a local community.



Primary Outcomes & Accountabilities

Deliver engaging and inspirational customer service at every stage of the customer journey by delivering: excellent retail standards, expertise and depth of product knowledge, and services while actively selling and taking payment across the full product assortment, utilising all channels to secure sales

Put the customer at the heart of everything by proactively acknowledging, taking the time to identify customer needs and expectations, ensure these are consistently met, and customer queries or complaints are resolved

Deliver excellent standards of display, availability and cleanliness, in line with operating processes including in back of house areas

Be aware of and provide effective support to deliver key business and customer initiatives, events, specialist services, and existing and new propositions, where required

Work flexibly across the shop to support the wider team as required, including operational and logistical areas.

Deliver consistent performance in replenishment to drive availability

Maintain accuracy in stock movement activity ensuring correct processes are adhered to

Execute high levels of ticketing standards through the use of correct technology and solutions

Play an active part in supporting with effective and accurate stock counting activity to ensure overall stock accuracy

Maintain the necessary business dress and hygiene standards

Ensure your knowledge of systems, processes and procedures is up to date, proactively sharing your knowledge with others to drive shop performance and compliance

Maximise productivity in any task you undertake, helping to drive commercial performance by offering ideas for continuous improvements

Take personal responsibility for complying with process and Shop Operating Procedures and ensuring your training is up to date

Play an active role as a co-owner in the Partnership

Additionally, where required:

Measures of success

- Achieve the business service standards and demonstrate passion for customer and product knowledge
- Demonstrate individual contribution towards achieving agreed targets including:
 - Customer
 - Partner
 - Sales & Shrinkage
 - Financial Services (JL Money)
- Feedback from Customers, Coaches, Leaders, 3rd parties, and other relevant stakeholders.
- Provide evidence of selling across all channels
- Provide evidence of demonstrating flexibility
- Active and relevant Personal Development Plan with business and personal goals that link to maximising new and exciting learning opportunities
- Provide evidence of correct process adherence and following business procedures, mandatory training completed on time.

To support key fulfilment duties Preparation of merchandise in all assortments Implement merchandising guidelines across Fashion, Home and Tech to deliver our Brand Visual Strategy. Align to Brand guidelines across wholesale & SOR brands, consistently maintaining shop floor standards Create inspirational spaces that entice customers to buy. Work in collaboration with Visual Merchandising Partners Use commercial and trend awareness to drive sales through considered product placement and visual acumen.	
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Skills • Customer Engagement • Product & system Knowledge • Sales closing • Agile learning • Ownership responsibility

Qualifications & Experience (where applicable)
Essential • Basic IT Literate • Strong communication skills
Desirable • Customer facing selling or service environment • Operational, stock control or distribution environment • Merchandising and Presentation

Version	Created/updated by	Date
2.0	Richard Oughton	July 2024
2.1	Richard Oughton	September 2024