

Job title: Planning and Logistics Manager

Core information

Location: Shop/site ▾ Herbert Parkinson	Lines of business or shared capability area: n/a
Reports to: Financial Planning Manager	
People Management: Yes ▾	
Assignment Management: No ▾	
Partnership Level: Partnership level 7 ▾	Manager's Partnership level: Partnership level 5 ▾
Number of direct reports: 9	Partnership level(s) of direct reports: Partnership level 10 ▾ Partnership level 9 ▾ 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 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

Part of the HP management team, accountable for leading end to end planning, inventory management & Warehouse operations; delivering in all aspects of Partner, process & performance.

You will collaborate with Commercial, Operations, Suppliers & Distribution teams to drive optimal performance & achieve excellent levels of customer experience, contributing to the overall achievement of business KPIs.

To operate within the guidelines of ISO standards.



Primary Outcomes & Accountabilities	Measures of success
Partnership • Act in accordance with the Partnership's purpose and democratic principles, constructively participating in co-ownership, and demonstrating to customers and each other that it is a better way of doing business. Share your knowledge, experiences, ideas and opinions to improve the Partnership, speaking honestly and frequently. • Act as activator within your area	• 360 feedback from team, peers and stakeholders • Evidence of role modelling our Partnership values • Celebrating and rewarding the right behaviours • Informed, engaged Partners who understand business and Partnership decisions and where they fit into the greater picture
Health & Safety • Promote a positive Health & Safety culture, ensuring high standards of housekeeping are maintained. All accidents, Near Misses & areas for opportunity are communicated & addressed • Responsible for full compliance with H&S & regulatory requirements in Warehouse & logistics environment	• H&S metrics
Production Planning • Accountable for developing the operational schedule; optimising available materials, resources & machine capacity, resulting in optimal production efficiency & delivering excellent levels of customer experience • Working with Operational teams; monitor and review performance to drive adherence to the plan. Identifying opportunities and adapt the operational schedule where required • Working with the Senior Production Manager, you will hold a critical role in the future management of subcontractors (outworkers) & measuring performance through a suite of KPI's	• Suite of service level KPIs
Materials & Inventory Management • Oversee the planning & control of raw materials to support production schedules • Ensure optimal inventory levels, balancing availability with KPI targets • Accountable for driving stock accuracy, ERP / WMS disciplines & strong stock control (<i>obsolescence and slow-moving items</i>)	• Suite of inventory related KPIs
Warehouse & Logistics • Oversee storage, picking & finished goods movements of raw materials • Manage inbound and outbound logistics operations, ensuring timely and cost-effective delivery • Manage relationships with transport providers	• Suite of warehouse and logistics KPIs



Strategy - Working with key stakeholders across the business you will define & deliver the operational planning strategy; aligning to the Partnership plan & local business strategies - Responsible for cascading the operational planning strategy, managing performance against the plan	- Feedback from stakeholders - Strategic performance measurements
Performance & Continuous Improvement - Partner with Finance on budgeting, forecasting and cost control; providing valuable insight & trend analysis to drive accurate future decision making / forecasting - Bring to life the operational performance through a suite of KPIs. Report regularly through various mediums to senior stakeholders & direct reports, providing recommendations to drive business performance - Own & continuously improve demand inputs, MRP, capacity planning & production schedules - Accountable for ensuring all SOPs are accurate and reflective of the processes;. All Partners are trained to a high level of competency driving adherence to SOPs	- Suite of KPIs - Standard ways of working - Highly skilled & trained Partner base - Flexible labour model
Partner - Invest in yours and your Partners personal and professional development. Ensure realistic & achievable performance plans are in place, by doing more, doing better, or doing different. - Develop Partners and team performance through the active use of coaching and mentoring from yourself and other stakeholders, and the use of training and Partner Development materials.	- EOY reviews complete in a timely manner - Evidence of investment in own personal development PDP etc 360 feedback from team, peers and stakeholders - Direct reports have SMART objectives and have regular performance reviews. - Celebrating and rewarding the right behaviours - Informed, engaged Partners who understand business and Partnership decisions and where they fit into the greater picture - Succession Planning

Skills	Skill Description
Decision - making	Identifies the issue/opportunity, then gathers the relevant information and alternative viewpoints to form options and evaluates to drive an informed outcome.
Customer centric mind	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 acts on this every time in every environment.
Prioritisation	Plans and reviews workload regularly and is prepared to adapt to ever changing circumstances. Assesses workload realistically in terms of urgency and importance and is ready for "curve balls" and changes



	plans where necessary to ensure optimum achievement and deadlines are hit and stakeholder relationships are maintained.
Analysis of Data	Evaluates and analyses different types of complex data objectively and sees patterns and meaning to establish the key relevant facts. Uses this thinking to make credible recommendations to inform critical decision making.
Relationship Centred Communication	Interacts with respect and friendliness to convey views with clarity and empathy. Faces into differences of opinion and surfaces these constructively and works collaboratively to agree a shared solution with lasting results.

Qualifications & Experience (where applicable)**Essential**

- Proven leadership experience across Production planning, Inventory Management, Warehouse & Logistics functions
- Relevant experience in a manufacturing environment; optimising processes & driving continuous improvement
- Confident people manager; experience in developing team & individual performance
- Highly analytical, numerate & results orientated with advanced IT skills
- Business & Results orientated

Desirable

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Version	Created/updated by	Date
1.0	Tracey Alcock & Mike Davies	22/06/2026