

Job title: Department Manager, JL Primary Transport

Core information

Location: JL Primary Transport - Based at Magna Park	Lines of business or shared capability area: John Lewis
Reports to: Operations Manager, Transport, NDC's	
People Management: Yes ▾	
Assignment Management: Yes ▾	
Partnership Level: Partnership level 7 ▾	Manager's Partnership level: Partnership level 6 ▾
Number of direct reports: 260 including Drivers, Section Managers and Transport Operators.	Partnership level(s) of direct reports: 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 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

To provide strong leadership across the national Transport operations network, with full responsibility and accountability for managing the 24 hour, 7 day a week National Transport operation. To lead a team of Managers, Transport office Partners, Partner Drivers and Agency Drivers. Ensure full legal compliance with current EU driving legislation and the Working Time Directive. To deliver exceptional on time in full customer service, whilst ensuring that the department is cost effective. To influence the future Transport strategy using innovation and technology to ensure continual success of the operation and to meet the growth requirements of the business. To deliver industry leading transport strategies across the operation and as part of the wider Transport management team. To deputise for the Operations Manager in their absence.

Primary Outcomes & Accountabilities

To safeguard the Partnerships Operator licence and ensure we operate within the boundaries of transport law.

Ensure full legislative compliance across all areas, including EU Driving Regulations and the Working Time Directive, whilst operating within

Measures of success

Transport compliance audit

Feedback on Personnel policy adherence

Accuracy of reporting and information



health and safety guidelines.

To ensure the fleet is presented upon request to the Vehicle Maintenance Units for routine inspection (MOT Defects) in line with the undertakings of our Operator Licence.

Manage a diverse vehicle fleet comprising tractors, trailers and rigid vehicles whilst ensuring utilisation and supply meet demand.

Manage the network as Duty Manager on a rotating basis (24/7), offering assistance to branches, National Distribution Centres (NDC) and wider network.

Support the production and delivery of the strategic business plan for Transport operations.

Ensure customer service levels improve continuously, focus on customer strategic priorities and recognise the different customer types ensuring individuals are aware of and deliver the service level agreements that exist for both internal and external customers.

Manage budget and deliver costs within budget, with full variance and root cause analysis.

Maximise productivity and manage usage of overtime and agency to drive cost efficiencies.

Drive operational efficiencies whilst delivering against SLAs and On time in full.

Manage risk through Transport technical assessments and encourage a culture of safe working and best practice.

To work collaboratively with Central Transport, Customer Delivery Hubs, Waitrose and e-commerce ensuring efficiencies and working practices are shared.

Develop and maintain relationships with the relevant support, internal and cross network teams to ensure communication channels remain effective.

Manage the delivery of communication to ensure it is professional, timely and understood by the team.

To provide leadership and be a role model.

To inspire & develop your team through change and BAU.

Encourage managers to empower Partners to carry responsibility and trust their own initiative.

Lead change positively and support Partners in preparing for change by encouraging development of their skills, behaviours and confidence.

Partner Engagement Survey

Active Personal Development Plan (PDP) for team

Feedback from contractors / 3rd parties

Team Absence <3%

Reviews (3/6/9) completed on time

End of year appraisals completed on time

Safety audit

Democracy vitality audit

Reduction in all levels of vehicle incidents

Improvement of telematics scores.



Recognise, celebrate and reward success within the team Recognise both talent and poor performance, tackling poor performance in an honest and fair manner, applying current disciplinary procedures. Support your colleagues and line reports to do the same. Take ownership for own development and participate in a coaching and feedback culture to achieve agreed objectives to deliver targets. Maintain an active PDP.	
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Skills	
<i>Developing teams</i>	<i>Builds high performing teams through individual empowerment and collective focus on team goals and purpose.</i>
<i>Leading as a co-owned business</i>	<i>Understands the responsibility of being a co-owner, treating it fully as their own and role modelling this to inspire colleagues and Partners. Involves Partners in the running of the business and engages with democratic channels, encouraging colleagues and Partners to do the same</i>
<i>Setting priorities</i>	<i>Sets clear priorities and reviews regularly, proactivity anticipating changes and adapting priorities accordingly</i>
<i>Continuous improvement (CI)</i>	<i>Consistently demonstrates a continuous improvement mindset</i>
<i>Influencing decisions and stakeholders</i>	<i>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.</i>



Qualifications & Experience (where applicable)

Essential

Full, valid UK driving licence.

Experience of leading a team within a Transport or Distribution environment.

Management CPC qualification

Desirable

Experience of leading a team of Managers

IOSH Managing safely qualification

NEBOSH General certificate.

Familiar with vehicle telematics systems, preferably Microlise.

Familiar with transport planning and execution systems preferably Microlise or Paragon

Familiar with transport compliance software particularly FTA vision.

Familiarity with fleet management software particularly JAAMA.

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1	Stuart Cooke	03/04/24