

Job title: Transport First Line Manager

Core information

Location: Aylesford RDC	Lines of business or shared capability area: Transport
Reports to: Transport Shift Manager	
People Management: Yes ▾	
Assignment Management: No ▾	
Partnership Level: Partnership level 8 ▾	Manager's Partnership level: Partnership level 7 ▾
Number of direct reports: 30	Partnership level(s) of direct reports: Partnership level 9 ▾

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

As a leader in our business your number one focus is to challenge and empower your teams and others to create more value for our customers and our business.

Responsible and accountable for managing Partners, Managers and Agency across the Transport operation within a 24 hour a day, 7 days a week operation. Ensuring achievement of productivity and agreed key customer service levels within cost targets through a motivated team.

To ensure Health and Safety, EU Driving Regulations and all legislative and operational procedures are adhered to and Partners are treated fairly and with respect.

To deputise for the Transport Shift Manager in their absence.
You will have the opportunity to develop and stretch personally and professionally to achieve your potential.

Primary Outcomes & Accountabilities

- Managing a Transport operation delivering to Branches and other customers in line with the agreed service level.
- Ensuring all Legal, Health and Safety, EU Driving Regulations and Operational procedures are adhered to at all times,

Measures of success

- Key Performance Indicators are met.
- All Branch and other customer service levels met.
- All aspects of Health and Safety, HACCP regulations,



ensuring the safety of self and others.

- Support the delivery of the Business Plan - Setting and achieving specific measurable targets for the team.
- To maximise productivity and manage the usage of overtime and agency to improve costs.
- Effectively communicating operational and business plans and changes to all Partners.
- To support a culture of Continuous Improvement across the department. Implement new projects that will improve the efficiency of the operation and improve branch service.
- Ensuring all Personnel policies and procedures are followed that enable Partners to be treated fairly and with respect in line with the Partnership Principles.
- To coach, support and develop the Partner and Management team to enhance job satisfaction and to fulfil their potential and help advancement.
- Promote and emulate the partnership values, drive and support Partnership democracy and way of working within not only the site but the department.
- To ensure information is recorded accurately on all Transport and Personnel Management Systems.

Employment policy and Operational procedures are adhered to.

- Accidents and injuries are reported, recorded, investigated and any issues rectified.
- Branch feedback, results and action plans.
- Partner Survey Results and action plans.
- Partnership principles and ethos adhered to all times, including operating within and fully supporting the principles of the democratic framework.
- All Direct Reports Personnel processes completed in a quality manner on time.
- Risk Management processes in place to support RDC Risk Register.

Skills

- Demonstrates excellent Partnership Values
- Proactive, results orientated and deadline driven
- Is a confident communicator in a team and one to one environment
- Capable of leading a team and developing others skills and capabilities
- Has strong organisational and planning skills
- PC and numerically literate
- Has the ability to accept, adapt to and manage change



Qualifications & Experience (where applicable)

Essential

- Excellent Transport knowledge of current EU and Working Time regulations
- Experience of working in a management role in a Transport / Distribution environment
- A good understanding of Health and Safety legislation
- Experience of dealing with full disciplinary procedures according to ACAS guidelines

Desirable

- Transport Manager Certificate of Professional Competence (CPC)
- Competent with Google sheets and Doc's

Version	Created/updated by	Date
Vrs 1.1	J Jackson	15/9/2026