

Job title: Customs Analyst

Core information

Location: London head office	Lines of business or shared capability area: Customs and Excise team
Reports to: Customs Compliance Lead	
People Management: No Assignment Management: No	
Partnership Level: Partnership level 8	Manager's Partnership level: Partnership level 5
Number of direct reports: 0	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 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

To ensure all imported stock is declared accurately to HMRC via the Customs Declaration Service (CDS) and in the correct time period, meeting all legislative and regulatory requirements. Products must be correctly classified in line with UK regulations (encompassing both EU and Rest of World guidelines), with a strong focus on Free Trade Agreements (FTAs) and Preferential Origin rules. A robust audit trail must be maintained to meet HMRC specifications, incorporating awareness of the Border Target Operating Model (BTOM) and the Windsor Framework.

Monitor Customs entries being made in the Channel Islands for accuracy and ensure any errors are corrected.

This will ensure that John Lewis pays the correct duties and VAT and maintains excellent regulatory compliance with all HMRC-related legislation. Additionally, this role supports wider team needs via sustainability and compliance reporting. Through your role, you will have the opportunity to develop and stretch personally and professionally to achieve your

potential.

The Partnership supports agile and flexible working practices, such as when, where and how we work. We have several different ways to work flexibly, including part-time, flexible or compressed hours, and job sharing. Head office areas also support a blended working approach.

We celebrate diversity and inclusion in the John Lewis Partnership and we are committed to becoming the UK's most inclusive business, reflecting and connecting with the diverse communities that we serve.

Primary Outcomes & Accountabilities

Legal Compliance

Make declarations to HMRC exclusively through the Customs Declaration Service (CDS), ensuring entries meet all regulatory requirements and are within the correct time period.

Adhere to all classification, origin, preference, and valuation legislation across both EU and ROW movements.

Maintain operational awareness of the Border Target Operating Model (BTOM) and Windsor Framework.

Product Classification & FTAs

Work closely with Buying to identify new products and confirm the correct commodity code to set import duty rates and identify import restrictions. Act as a subject matter expert on Free Trade Agreements (FTAs) to optimize preferential origin sourcing.

Risk Management

Establish how to identify and apply relevant rules of origin and valuation rules, ensuring suppliers are aware of their responsibility. Maintain appropriate controls and up-to-date evidential documentation. Assist with Business Control checks, MSS checks, and entry amendments. Raise and escalate areas of concern. Manage returns and deferment accounts appropriately.

Reporting & Sustainability Support

Extract, manage, and prepare compliance data to support wider team needs, specifically generating reports required

Measures of success

All entries are made in the correct period. Retention of AEO accreditation

Positive audit by HMRC and Channel Islands authorities.

Documentation evidencing controls are up to date. Reports and Control Sheets signed off by Line Manager. Business Controls passed

Mitigates risk of incorrect import duty and VAT payments

On time and correct classification of goods ensuring the correct amount of duty is paid.

Reports and Control Sheets signed off by Line Manager

Correct import duty paid

Proactive engagement in the improvement of processes

Shows willingness to assist others, share and learn from others

Reports accurately supplied to relevant stakeholders. Sign-off by Line Manager

Proactive engagement in the improvement of processes and modernisation of data handling workflows.

New starters feel supported, confident, and meet their training objectives. Shows willingness to assist, share, and learn from others.

Deferment account usage controlled.



for modern environmental and sustainability tracking.

Process Development & Systems

Work proactively to identify opportunities for process improvements. Utilize advanced Google Spreadsheets (including Apps Script) to automate and streamline workflows. Leverage modern tech to boost efficiency.

Teamwork, Training & Functional Leadership

Lead the onboarding process for new starters and provide functional leadership on specific compliance tasks. Coordinate work proactively with others to ensure deadlines are met and maintain high service levels.

Control use of Deferment and VAT

Help manage the use of our Deferment and EORI numbers through the controlled approval of road, air and courier shipments

Understand when it is appropriate for other deferment accounts to be used

Authorise and manage returned goods with support of the Line Manager

Developing Self

Take ownership for your personal and professional development with the support from your line manager

Skills

- **Technology & Data Proficiency** - Highly proficient in Google Spreadsheets, including writing/editing Scripts to automate tasks. Adaptable to new data technologies.
- **Prioritisation & Under Pressure** - Plans and reviews workload regularly. Understands own reaction to pressure and easily adapts to ever-changing circumstances to ensure deadlines are met.
- **Continuous Improvement** - Identifies processes where there may be opportunities for improvement and makes recommendations for change.
- **Builds Relationships & Leadership** - Proactively interacts with everyone. Acts as the functional lead for specific

tasks and takes charge of onboarding new team members effectively.

Qualifications & Experience (where applicable)

Essential

- Proven experience of Customs entries including extensive hands-on experience using the Customs Declaration Service (CDS)
- Deep knowledge of Free Trade Agreements (FTAs) and both preferential and non-preferential origin rules
- Strong knowledge of customs valuation rules
- Knowledge of documentation requirements for different products and origins
- Good written and verbal communication skills
- Excellent attention to detail
- Ability to train and support others (Onboarding Lead)
- Ability to work under pressure to remain compliant and meet deadlines

Desirable

- Experience of working in Excise matters
- Experience with AI-assisted classification tools
- Advanced proficiency in Google Spreadsheets (including Apps Script)
- Knowledge of Incoterms and associated risks
- Advanced data visualisation skills (e.g., Tableau)

Version	Created/updated by	Date
1.0	Juan Louro	28/04/2026