

Job title: Procurement Excellence Manager

Core information

Location: London or Bracknell (with hybrid Working)	Shared Capability: Procurement
Reports to: Procurement Excellence Lead	
People Management: Yes Assignment Management: Yes	
Partnership Level: Partnership level 6	Manager's Partnership level: Partnership level 5
Number of direct reports: 1 FTE	Partnership level(s) of direct reports: Partnership level 7

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 in our business your number one focus is to work collaboratively to create more value for our customers and our business.

You are responsible for delivering Procurement excellence activity in your specific area of responsibility; this includes Procurement policies and governance frameworks, Supplier risk frameworks, Supplier Relationship Management frameworks, supporting the implementation of Ethics, Sustainability and Governance (ESG) practices as it relates to Procurement, supply base and process optimisation, innovation, and continuous improvements. You will be digitally literate with our suite of systems and create and use management information (internal and external) to show areas of opportunity and compliance gaps with an aim to drive excellence in the procurement profession, reducing the overall GNFR spend, risk exposure, and increase the procurement value through your procurement expertise within your remit.

As a procurement excellence advocate, you are responsible for keeping up to date with market movements to help continuously improve the procurement profession through the insight and knowledge gained from external benchmarks.. You are responsible for the orchestration of driving additional value whilst mitigating risks within your area of responsibility and actively challenging

the status quo to drive continuous improvement in the performance of procurement.

You will work with the wider Procurement Leadership team to secure the delivery and implementation of the Partnership Procurement strategy and excellence programmes.

Through your Profession you will have the opportunity to develop and stretch personally and professionally to achieve your potential.

Primary Outcomes & Accountabilities

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.

Invest in your personal and professional development to achieve your potential, by doing more, doing better, or doing different. Continuously engage with and actively contribute to your Shared Capability.

Takes responsibility for actively engaging with change.

Creates the right conditions for all Partners to be their best, make their best contribution and achieve their potential.

Values what different life experiences bring to the Partnership and how this adds to unbiased and smarter decisions.

Sets the tone, context and outcomes for the team, with the voice of the customer being at the centre of what we do.

Enables the right conditions for Partner's to share their opinions, for them to be heard and acted on.

Engages and leads Partners to delivering and embedding change consistently and effectively.

Measures of success

(the following represent some example measures of success, it is not an exhaustive list)

Drive programmes that provide value and continued improvement for the commercial benefit of the Partnership.

Create and promote the use of Management Information metrics to drive and show measured improvements in procurement performance.

Improvement in Happiness Survey outcomes and Democratic Vitality Health Check scoring

Identify and drive overall procurement process improvement and productivity gains.

Promoting the use of procurement systems and accuracy of data.

Delivery of the SRM framework and training to equip Business Contract Managers with the tools they need to manage Supplier relationships

Partner with other teams to promote the optimisation of our supply base including risk and contract coverage, managed spend and cost control, use of appropriate market engagement approach including, E-Auctions, RFx, Negotiations as part of process and system improvements

Support for development of Category Planning

Regular attendance at appropriate stakeholder meetings

Evidence of positive feedback

Evidence of proactive personal development

Engagement in the promotion and development of the procurement function internally and externally

Promote E&S activity and drive adoption of Supplier Diversity outreach including through use of Kaleida or alternative methods

Success in the Partnership is measured by the Integrated

Objectives. These lay out our ambitions in **Happier Business (Financials and Customer), Happier People** and

Happier World.

Scale, impact and context:

You will be responsible for working with the leadership team to develop and enhance the Procurement profession, requiring broad knowledge and expertise across Procurement.

You will work closely with the Procurement leadership team to inform and influence the strategic direction and priorities of the profession, actively utilising external benchmarking and driving continuous improvement. You will be expected to proactively develop and demonstrate an understanding of internal and external trends across Procurement and a broader understanding of the wider market. You will own the Third-Party relationships for external benchmarking and market intelligence on behalf of the Procurement profession.

You will be responsible for supporting the development of Procurement technical capability as part of process improvements across the profession, developing knowledge management to support Partner's development as highlighted by the Procurement Leads or as identified as part of external benchmarking. You will work with the Procurement leadership team to ensure that the overall capabilities support best in class Procurement.

You will be responsible for developing the procurement policies, governance frameworks and associated controls across the Partnership in line with any legislative developments. You will deliver these through the Procurement team and will be responsible for ongoing functional performance reporting and monitoring. You will work with finance, specifically the Financial Service Centre, to ensure the policies, and processes are complied with for all GNFR spend, together with ensuring performance reporting and monitoring includes the full end to end procurement activities irrespective of under which team is completing them.

You will deliver Procurement policy and compliance for your assigned area, actively supporting and contributing towards supplier optimisation across the Partnership. You will ensure that your area of responsibility actively follows Procurement best practice, policy and procedures, utilising knowledge management best practices ensuring consistency with Partnership principles.

Who might you work with? You will be expected to work with all areas of the Partnership as required, working directly with Senior Leaders. Key areas will include Strategy (particularly the E&S team,) People, Finance and the Internal Audit and Risk. You will seek external insight and actively engage and manage third party procurement suppliers and will be responsible for driving improvements from knowledge gained from benchmarks and market intelligence.

Customer obsession: You will provide commercial expertise and Procurement leadership to the broader profession, ensuring that the Procurement strategy drives commercial agreements which protect the reputational impact of the Partnership and drive a sustainable commercial position.

What skills are needed for this role?

Strategic Thinking: Supports the definition and development of the strategic direction for the Procurement profession.

Demonstrate visionary and conceptual thinking, translating the strategic Procurement direction to an agenda that delivers

commercial results and positive outcomes for the Partnership.

Commerciality: Applies business acumen, commercial and Procurement expertise to drive and deliver business improvement opportunities across the business. Builds the right commercial strategic relationships, understanding risk allocation between the Partnership and supply base. Demonstrates a strong understanding of the external market and key trends, applying them to thinking within the Partnership.

Stakeholder Management: Builds and manages strong relationships both internally and externally to maximise delivery of the Procurement GNFR agenda. Able to navigate multi-layered, complex stakeholder relationships to drive business benefit through confidently influencing and challenging. Actively drives challenge and rigour, prioritising and managing the expectations of stakeholders. Establishes and leverages a comprehensive external network to drive and influence the Procurement agenda, understanding benchmark capability and wider trends. Builds and owns effective Third-Party relationships with key suppliers

Continuous Improvement mindset: Consistently demonstrates curiosity in the best way to positively drive forward the Procurement agenda. Actively works with others to problem solve and reach positive, commercial outcomes.

Strong Communicator (verbal and written): Able to represent the Partnership externally in supplier and stakeholder meetings/events at all levels.

Risk Management: Demonstrates a strong understanding of risk analysis, risk assessment and risk mitigation across the required business areas.

Numerical analysis: Able to analyse comprehensive data sets to identify opportunities for improvement, applying scenario planning such as pricing matrices.

Technical skills: Understands the procurement lifecycle including the end-to-end source-to-contract procurement processes, is able to develop policies, standards and frameworks, present opportunities and address problems with options and recommendations for improvement. Has a good knowledge of regulatory legislation and compliance and commercial contracts. Is able to translate and apply Partnership ESG strategy to the wider Procurement strategy.

Qualifications & Experience (where applicable)

Essential

- Min 5 years broad procurement experience
- Supply base optimisation, Supplier relationship management and Risk management experience
- Good knowledge of procurement systems, policy and process
- Good knowledge of process improvements, and good analytical skills
- Understanding of E&S and Supplier Diversity

Desirable

- Category Planning & Sourcing experience
- MCIPS qualified or working towards
- Professional Negotiation such as The GAP Partnership Essential and/or Complete Skilled Negotiator

Version	Created/updated by	Date
2.0	<i>Tim Brennan</i>	26/01/24
2.1 (accepted changes)	Tim Brennan	19/03/24