

Job title: **Product Development Technologist**

Core information

Location: John Lewis Head Office with blended working	Profession: Quality, Technical & Compliance
Reports to: Category Technical Lead	
People Management: Yes ▾ (where applicable) Assignment Management: No ▾	
Partnership Level: Partnership level 6	Manager's Partnership level: Partnership level 5
Number of direct reports: Not specified	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

As a Product Development Technologist, in the Sourcing & Technical Profession, you will expertly manage the safety, legality, quality, product development, sustainability and provenance aspects of the product life cycle. In doing so you will ensure compliance with technical standards & policies across multiple categories. To do this you will utilise your deep specialist & generalist technical knowledge. Remaining customer-focused to exceed customers' expectations and create industry-leading products.

You will be responsible for managing supplier/factory technical relationships and proactively lead in managing improvements to Product & Process.

Through your Profession, 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**

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. This includes partaking in Partnership surveys, feeding into the PV and forum process, and where possible joining Council sessions.

Behave in accordance with the Partnership Behaviours Framework as applicable for your level of responsibility i.e. if you have line management responsibility you will observe 'Leading Self' and 'Leading Partners'.

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 Profession

Take responsibility for actively engaging with change.

Measures of success

- Faulty return rates as agreed with the responsible manager
- Maintenance of Factory (Ethical and Technical) compliance KPIs
- All suppliers onboarded on TrackVision, and product compliance KPIs maintained
- Sustainability targets met
- Critical path is adhered to

Key Accountabilities

- Delivering compliant, safe, legal and the right quality product assortments (Own Brand) that are customer-focused, and understanding and complying with all relevant product regulations and safety standards.
- Setting, maintaining & executing technical standards, including Make standards, Performance standards & Technical Specifications in collaboration with the Compliance team
- Sets the Service Level Agreements for all technical activities and performs to these in compliance with the critical path
- Delivery of OB technical strategy, processes, policies, standards and targets at a Category level
- Maintain up to date knowledge of your supplier/factory base and the processes required to maintain relevant systems. Ensure the Factory Master list is accurately maintained
- Establish and maintain knowledge about the manufacturing processes specific to your area/s of responsibility

Basic Accountabilities

- Maintaining Mandatory training as complete and in-date
- Accurately maintaining the Q&T Accounts tracker for all business expenses, invoices and charges.
- Support essential financial management for services, including budgeting activities i.e. fit model
- Ensure all time away from the business, such as holidays and sickness, is correctly and accurately recorded

Key Activities - for all own brand newness & continuity:

- Setting, maintaining & clearly communicating product specifications & standards, interpreting designs and briefing new products.
- Developing & implementing the technical strategy into the category strategy, including lessons learnt, compliance - Ethical, Technical, and Sustainability requirements.
- Reviewing & approving product development against an agreed set of standards.
- Testing & certification approval of all legal & performance standards (inc. chemical compliance) maintaining up to date and accurate technical files.



- Supporting the end-to-end product development process from concept to delivery to ensure quality products. Using product expertise to assess product suitability including, performance of the complete product, technical suitability of design, quality and safety and functionality ensuring product is fit for purpose
- Completing product risk assessments.
- Managing the process of withdrawals & recalls in collaboration with the GCM & ATs.
- Drives continuous improvement by analysing suppliers' technical performance.
- Carrying out Product Insight, horizon scanning, innovation, competitor analysis, benchmarking, upkeep & detailed knowledge of technical/legal requirements to drive CI in products & standards.
- Where appropriate provide Representation on external bodies relevant to the Partnership, product and profession
- Drives continuous product improvement by using and analysing quality performance, returns figures, reviews & customer voice data, escalated complaints and stakeholder feedback (Hamilton/QAA/ADC)
- Works collaboratively with suppliers, and internal & external stakeholders to ensure product compliance, and reduce faulty returns and customer complaints through failure analysis and root cause investigations.
- Managing key raw material/sustainability data to ensure compliance to the raw material targets and to the green claims code
- Provides quality & technical contributions to product tenders and assortment reviews.
- Acts as a consultant on new packaging artwork in its initial set-up for legal/safety/technical requirements & supports in resolving any escalated issues.
- Supports & champions continuous improvement to key work streams and projects as required by the department/business.
- Managing supplier performance-related escalations in line with Post Order Management process and/or the Underperforming Supplier process, as agreed with the responsible manager

Stretch Activity:

- With the agreement of the responsible CTL and Head of Q&T, taking on **People Management** responsibilities for a level 8 and/or 9 Partners in Q&T
- Acting up a work level through an agreed delegation process, to **cover a senior Partner's (next level up) leave** from the business, this will be timebound on an individual case-by-case basis
- Provide **mentorship** to Partners
- Produce and deliver essential **learning materials** to the wider business as required i.e. Masterclasses
- Supporting/leading **projects**

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

Experienced in a technical role in retail or manufacturing (Hardlines or Textiles) typically covering:

- Product development
- Product testing & compliance
- Supplier engagement

A degree or equivalent industry 'on the job' training in an appropriate discipline

Desirable

Experience with

- Ethical and technical auditing
- Chemical compliance



- Factory visit experience

Additional specialist qualifications relevant to the industry

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2.2	Tracy Saunders	25.09.24