

Job title: **Product Development Technician**

### Core information

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| <b>Location:</b> Shop/site ▾ Herbert Parkinson  | <b>Lines of business or shared capability area:</b>            |
| <b>Reports to:</b> Operations Lead              |                                                                |
| <b>People Management:</b> No ▾                  |                                                                |
| <b>Assignment Management:</b> Yes ▾             |                                                                |
| <b>Partnership Level:</b> Partnership level 8 ▾ | <b>Manager's Partnership level:</b> Partnership level 6 ▾ TBC  |
| <b>Number of direct reports:</b><br>N/A         | <b>Partnership level(s) of direct reports:</b> Please select ▾ |

### 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 part of the Operational team, you will be responsible for developing the process & technical expertise to take products from concept to production. Working closely with a range of internal stakeholders, you will be responsible for developing product specifications, Standard Operating Procedures & leading on the implementation of products into Operations, contributing to overall achievement of business KPIs.

To operate within the guidelines of ISO standards.

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| <b>Primary Outcomes &amp; Accountabilities</b>                                                                                                                                                                                                                                                                                        | <b>Measures of success</b>                                                                                                                                                                                                                                                                                                                  |
| 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 opinion to improve the Partnership, speaking honestly and frequently. | <ul style="list-style-type: none"> <li>• 360 feedback from team, peers and stakeholders</li> <li>• Evidence of role modelling our Partnership values</li> <li>• Celebrating right behaviours</li> <li>• Informed, engaged Partners who understand business and Partnership decisions and where they fit into the greater picture</li> </ul> |
| Promote a positive Health & Safety and Continuous Improvement culture, ensuring high standards of housekeeping                                                                                                                                                                                                                        | <ul style="list-style-type: none"> <li>• H&amp;S metrics</li> <li>• Weekly 5S Audits - standards maintained</li> <li>• Achievement of branch KPI's</li> </ul>                                                                                                                                                                               |



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| are maintained. All accidents, Near Misses & areas for opportunity are communicated & addressed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <p>In this role you will:</p> <ul style="list-style-type: none"><li>• Lead on the development &amp; implementation of products into the manufacturing operation. Utilising your technical expertise and creativity, you will work with production partners to collaboratively create an initial prototype of a new product</li><li>• Working with internal stakeholders you will establish the most efficient way of achieving scaleable, manufacturing specifications to achieve high quality, repeatable products</li><li>• You will be responsible for the documentation of product specifications, creating robust SOPs to define new products &amp; processes, holding responsibility for the handover of these documents to both Operational &amp; Commercial teams</li><li>• Support upskilling &amp; refresher training for all JL stakeholders</li><li>• Support the development &amp; supervision of a training school, being an advocate in the local community to inspire future talent into the industry.</li></ul> | <ul style="list-style-type: none"><li>• Achievement of branch KPIs</li><li>• NPD stage gate</li><li>• Portfolio of products</li><li>• Product creation vs success rate</li></ul><br><ul style="list-style-type: none"><li>• SOP's matrix</li></ul><br><ul style="list-style-type: none"><li>• Participation &amp; support in delivering training needs</li></ul><br><ul style="list-style-type: none"><li>• Development of the programme content &amp; participation of local academia</li></ul> |
| Invest in your personal and professional development. Ensure realistic & achievable performance plans are in place, by doing more, doing better, or doing different.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <ul style="list-style-type: none"><li>• EOY reviews complete in a timely manner</li><li>• Evidence of investment in own personal development PDP etc</li><li>• 360 feedback from team, peers and stakeholders</li><li>• Informed, engaged Partners who understand business and Partnership decisions and where they fit into the greater picture</li></ul>                                                                                                                                       |

| Skills                   |                                                                                                                                                                                                                                                                                                                                                              |
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| Builds Relationships     | Authentically and proactively interacts with everyone, building rapport and making a positive impression in order to collaborate and build lasting connections across the Partnership and beyond to other businesses and contacts. Once formed, understands how to navigate politics and the impact these have on the workplace in order to get things done. |
| Customer Centric mindset | Puts every customer, both internal and external, at the heart of everything, and understands the Partnership ambition to offer differentiated service that is aligned to our Values. Understands that they are empowered to deliver incredible service for every type of customer with whom they interact and acts on this every time in every environment.  |
| Outcome Focus            | Remains motivated and shows drive and determination to achieve success. Persists in the face of obstacles and overcomes any barriers that arise, focusing on solutions and not problems.                                                                                                                                                                     |



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| Showing Innovation | Explores possibilities with enthusiasm and acts on instinct to generate well formed ideas and understands how new concepts, theories and ideas fit in with future direction and business objectives. As a result of this develops new objectives and initiatives for the business. |
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| Qualifications & Experience (where applicable)                                                                                                                                                                                                                                                                                                          |
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| <b>Essential</b> <ul style="list-style-type: none"><li>• Relevant experience in working in textile manufacturing</li><li>• Proven track record of delivering a product pipeline</li><li>• Thorough understanding of product development lifecycles &amp; creating specifications</li><li>• Excellent presentation &amp; training capabilities</li></ul> |
| <b>Desirable</b> <ul style="list-style-type: none"><li>• Relevant experience in soft furnishing products</li></ul>                                                                                                                                                                                                                                      |

| Version | Created/updated by | Date       |
|---------|--------------------|------------|
| V1.0    | Tracey Alcock      | 21/07/2026 |