

Job title: Functional Expert, Warehouse

Core information

Location: Shop/site ▾ Herbert Parkinson	Lines of business or shared capability area:
Reports to: Planning & Logistics Manager	
People Management: No ▾	
Assignment Management: Please select ▾	
Partnership Level: Partnership level 9 ▾	Manager's Partnership level: Partnership level 7 ▾
Number of direct reports: n/a	Partnership level(s) of direct reports: 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

Reporting directly to the Planning & Logistics Manager, you will support & assist warehouse and logistics operations to ensure the safe, efficient receipt, storage, picking, and despatch of raw materials, consumables, and finished goods. In this role, you will power manufacturing operations and meet customer demand while driving key branch KPIs

Primary Outcomes & Accountabilities

Partnership

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.

Health & Safety

- Promote a positive Health & Safety and Continuous Improvement culture, ensuring high standards of

Measures of success

- 360 feedback from team, peers and stakeholders
- Evidence of role modelling our Partnership values
- Informed, engaged Partners who understand business and Partnership decisions and where they fit into the greater picture



housekeeping are maintained. All accidents, Near * Misses & areas for opportunity are communicated & addressed

- H&S metrics
- Weekly 5S Audits - standards maintained

Warehouse:

- Ensure the timely & accurate booking in & safe put away of all incoming deliveries through our inhouse systems, reporting any discrepancies identified
- Ensure the timely and accurate picking of materials to feed manufacturing lines, confirming all inventory movements promptly in the system
- Conduct regular inventory checks to ensure physical stocks are accurately reflected on systems. Investigate issues identified and resolve / escalate where appropriate.
- Operate all Warehouse vehicles and equipment in a safe manner, with the relevant PPE, adhering to SOP's. Ensuring all daily start up checks are performed prior to use
- Collaborate with cross-functional internal stakeholders to ensure all customer orders are accurately located, consolidated, and ready for despatch to meet customer requirements
- Collaborate with transport partners & field team to ensure timely & accurate delivery of all customer orders
- In addition to fulfilling Warehouse activities, you will liaise with the Planning & Logistics Manager to optimise the Warehouse labour plan to meet customer requirements
- You will motivate the team; supporting & encouraging all partners to achieve performance targets, sharing performance concerns through your direct reporting line
- Ensure Partners have all the relevant tools & equipment to perform their role inclusive of available & working equipment
- Ensure the work environment - internal & external, is kept safe, clean and tidy, reporting any concerns of unsafe, hazardous activity through your reporting line

- Suite of warehouse and logistics KPIs
- Suite of inventory related KPIs

Partner:

- Invest in your personal and professional development. Ensuring realistic & achievable performance plans are in place, by doing more, doing better, or doing different.

- Clearly defined SMART objectives aligned with local business unit strategy & partnership plan
- Evidence of investment in own personal development
- 360 feedback from team, peers and stakeholders

SKILLS

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.
Prioritisation	Plans and reviews workload regularly and is prepared to adapt to ever changing circumstances. Assesses workload realistically in terms of urgency and importance and is ready for "curve balls" and changes plans where necessary to ensure optimum achievement and deadlines are hit and stakeholder relationships are maintained.
Stakeholder management	Identifies who is impacted by or involved in your goals/objectives and therefore who is key to achieving the desired successful outcomes. Understands the motivations and priorities of these stakeholders and takes these into account in order to build and manage sustainable relationships. Can anticipate potential challenges stakeholders may bring and puts plans in place to achieve collaboration.
Works well under pressure	Understands own emotional reaction to pressure and knows how to identify and use own coping outlets. Works to understand what is within control and what is not and practices acceptance of this. Prioritises and plans effectively and is realistic about what can be achieved to ensure that the most important and urgent activities are communicated and achieved.
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.

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

- Demonstrable experience in a Warehouse, Stock control role
- Strong capacity to prioritise, multitask, and manage competing deadlines
- Flexible, adaptable and able work well under pressure in a dynamic environment
- Licence to operate FLT, Wave trucks & other relevant Warehouse equipment / Ability to obtain licence via training

Desirable

- Sound knowledge of Continuous improvement methodologies, problem solving & root cause analysis
- Recognised health and safety qualification (e.g., NEBOSH, IOSH)
- Experience working with projects and with collation of goods for projects

Version	Created/updated by	Date
V1.0	Tracey Alcock	31/07/2026