

Job title: Continuous Improvement Analyst

Core information

Location: Shop/site ▾ Herbert Parkinson	Lines of business or shared capability area:
Reports to: Operations Lead	
People Management: No ▾	
Assignment Management: Please select ▾	
Partnership Level: Partnership level 8 ▾	Manager's Partnership level: Partnership level 6 ▾
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

As part of the Herbert Parkinson team, you will play a pivotal role in identifying & delivering a programme of high-impact improvement initiatives. The primary focus will be on designing robust solutions to deliver sustainable results in efficiency, reliability & cost reduction, delivering more for our customers & contributing to the overall achievement of branch KPIs.

To operate within ISO standards.



Primary Outcomes & Accountabilities

In this role you will:

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 culture, ensuring high standards of housekeeping are maintained.

Report all accidents, Near Misses & areas for improvement in a timely manner

Continuous Improvement:

Identify waste & undertake business re-engineering opportunities, supporting & delivering the pipeline of business improvement initiatives

Support the Product Development Technician in bringing a product concept to life; optimising process efficiency & understanding true cost to make

Provide robust analysis and insight to challenge, shape and inform end to end solutions to drive improvements within your workstreams

Support & engage with relevant stakeholders to establish process ownership to drive agreed priorities to timescale & budget

Provide a suite of measures & reporting to key stakeholders to demonstrate impact and influence of process initiatives

Support facilitated learning of CI tools & techniques to embed CI principles & drive a continuous improvement culture on site

Partner

Invest in your own personal and professional development. Ensure a realistic & achievable performance plan is in place, with a clear skills GAP analysis to drive your development

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

- H&S Metrics
- 5S Standards

- Achievement of branch KPIs
- Drive improvement activities
- Embed CI culture

- 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



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SKILLS:

Customer centric mind	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.
Process Optimisation	Selects appropriate tools and approaches to analyse process performance, design and implement effective improvements. (The range of improvement tools and approaches includes Six Sigma/DMAIC, Lean, Agile, Automation, Service Design and the deployment of Knowledge Management.) Thinks boldly and sees issues and opportunities from all angles and multiple perspectives, even the unprecedented, to draw out meaning and connections and make recommendations. Seeks to establish lasting process management via Process Ownership.
Data Analysis	Evaluates and analyses different types of complex data objectively and sees patterns and meaning to establish the key relevant facts. Uses this thinking to make credible recommendations to inform critical decision making.
Outcome focused	Persists in the face of obstacles and overcomes barriers that arise, keeping focus on the desired outcome
Stakeholder Management	Able to build trusted stakeholder relationships within any project to ensure efficient progress. Acts as an ambassador for the CI profession.

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

- Experience of working in a manufacturing / operational environment
- Demonstrable experience in process improvement using a recognised methodology (Six Sigma/DMAIC/ Lean. Proceed Engineering).
- Green Belt Accredited
- Stakeholder management & influencing skills; able to connect and influence at multiple levels
- Able to plan and prioritise work effectively; working on multiple projects at the same time

Desirable

- Previous experience of a working in the textile industry

Version	Created/updated by	Date
V1/0	Tracey Alcock	17/07/2026