

Job title: Warehouse Assistant

Core information

Location: Please select ▾ 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 10 ▾	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 work with a team of Warehouse Partners performing an array of Warehouse activities, to ensure the safe and efficient receipt, storage, pick and despatch of raw materials, consumables & finished products to feed manufacturing operations and customer demand, contributing to the overall achievement of branch KPI's

You will operate Warehouse machinery (FLT & Wave trucks) in a safe and appropriate manner, ensuring your licence is kept up to date.

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 opinion to improve the Partnership, speaking honestly and frequently & lead your

Measures of success

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

- H&S metrics

**Health & Safety**

Promote a positive Health & Safety and Continuous Improvement culture, ensuring high standards of housekeeping are maintained. All accidents, Near Misses & areas for opportunity are communicated & addressed

As a supplier to the manufacturing operations you will:

- Assist with the loading & unloading of vehicles using correct manual handling techniques
- Ensure the timely & accurate booking in of all incoming deliveries through our inhouse systems, reporting any discrepancies identified
- Ensure the timely & safe put-away of products, in the most appropriate and safe location
- Ensure the timely & accurate picking of products to feed the manufacturing teams
- Be responsible for ensuring all picking activity is confirmed on systems
- Perform 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
- Ensure the work environment - internal & external, is kept safe, clean and tidy.
- Report any concerns of unsafe, hazardous activity to the Functional Expert - Warehouse

Partner

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

- Weekly 5S Audits - standards maintained
- Achievement of branch KPI's

- Achievement of branch KPIs
- Stock accuracy
- Stock occupancy
- H&S metrics

- 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**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.
Flexibility / Agility	Appreciates and embraces change, addressing ambiguous or uncertain situations directly; easily adapts to changing circumstances/demands and helps others to accept the unknown.
Self Awareness	Demonstrates the capacity to handle own actions and emotions and how they impact others. Understands own emotional triggers and these can be managed to handle self professionally.

Qualifications & Experience (where applicable)
Essential • Relevant experience in a Warehouse environment • 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 •

Version	Created/updated by	Date
V1.0	Tracey Alcock	31/07/2026 (new format only)