

Job title: Team Leader, Dishpatch

Core information

Location: Please select ▾ North Greenwich	Lines of business or shared capability area: Waitrose
Reports to: Senior Fulfilment Associate, Dishpatch	
People Management: No ▾	
Assignment Management: No ▾	
Partnership Level: Partnership level 10 ▾	Manager's Partnership level: Partnership level 8 ▾
Number of direct reports: n/a	Partnership level(s) of direct reports: None ▾

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

The role of the Team Leader is to support the Senior Fulfilment Associate to deliver operational excellence, by engaging, motivating and leading the Fulfilment team to deliver daily operational requirements.

You will support the daily operations of the fulfilment centre, ensuring that all fulfilment processes run smoothly, efficiently, and accurately.

You will support the quality of fulfilment, ensuring all food is accurately portioned as per spec

You will be responsible for compliance with internal fulfilment processes, ensuring company Food Safety policies are respected

Act as a point of escalation for the Fulfilment team, and communicate with the ops team on a daily basis.

Primary Outcomes & Accountabilities

Supports the weekly ordering process, confirming internal production needs in a timely fashion

Measures of success

- % refunds and redeliveries vs budget
- Packaging inventory value vs budget
- Fulfilment Associate efficiency %
- Labour cost %



Supports the inventory of finished goods, ensuring we ship out orders accurately

Support the quality of the fulfilment operations on a weekly basis

Support the safe operation of all equipment and facilities

Provide guidance and support to wider fulfilment associates

Skills

- Customer Focus - Keeps the customers best interest front and centre with any decision
- Action Orientated - Able to move decisively, identifying and prioritising urgent next steps
- Problem Solving - Able to tackle complex problems in a methodical and logical manner

Qualifications & Experience (where applicable)

Essential

- Minimum of two years leading teams within food logistics or comparable sectors.
- Excellent interpersonal and communication capabilities, demonstrating the ability to inspire and guide a workforce.
- Demonstrates resilience and agility in high-pressure settings, managing diverse responsibilities and competing demands with ease.
- Knowledge of inventory management systems and experience with warehouse management software
- Strong proficiency in text comprehension and numerical logic

Desirable

- Certified in Food Safety Level 2
- Certified in allergen awareness
- Supervisory management qualification

Version	Created/updated by	Date
1.1	Amit Chauhan	27/07/2026