

Job title: Merchandise Planner

Core information

Location: Bracknell head office ▾	Lines of business or shared capability area:
Reports to: Planning Manager, Ambient Merchandising	
People Management: No ▾	
Assignment Management: No ▾	
Partnership Level: Partnership level 7 ▾	Manager's Partnership level: Partnership level 6 ▾
Number of direct reports: 0	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

Create, optimise and deliver plans for supplier ordering and stock replenishment which result in the right amount of stock, in the right place, at the right time. Competence in all systems required to deliver the optimised plan.

Working within the Category Proposition Group, deliver the trade plan, with direct accountability for stock KPIs

Play a full part in the Merchandising Profession, and support Partnership Missions, Touchpoints and Category Proposition Groups as required

Through your Profession you will have the opportunity to develop and stretch personally and professionally to achieve your potential. The Partnership supports agile and flexible working practices, such as when, where and how we work. We have several different ways to work flexibly, including part-time, flexible or compressed hours, and job sharing. Head office areas also support a blended working approach. We celebrate diversity and inclusion in the John Lewis Partnership and we are committed to becoming the UK's most inclusive business, reflecting and connecting with the diverse communities that we serve.



Primary Outcomes & Accountabilities

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.

- Invest in your personal and professional development to achieve your potential, by doing more, doing better, or doing different things. Continuously engage with & actively contribute to your Profession

Delivery of Category Proposition Group Targets

- Optimising stock availability for all Food & Grocery customers to achieve sales category targets, whilst actively controlling the costs of wastage and working capital
- Collaborating with the Category Proposition Group to deliver the Customer and Commercial strategy, understanding trade-offs and influencing cross-business decisions, ensuring stock plans are updated to reflect this
- Providing data and experienced-based insight to enable evidence based decision making in the Category Proposition Group e.g. influencing decisions related to space and types of promotion
- Using insight from the Category Proposition Group and analysis of historical performance, plan all items for promotions, deals and events in order to achieve targets
- Working with Trading to support the assortment planning process.
- Responsible with the Customer Proposition Group for forecasting sales value and margin as required by Finance

Create and Optimise Merchandising Plan

- Using customer insight and data analysis optimise supplier ordering and stock replenishment of all items within their

Measures of success

Availability

- OSA (dotcom measure)
- WiDA (within day availability)

Wastage

- Destroyed
- Reductions (Retail Price)

Stockholding

- Working capital (cost of inventory)

Supplier Performance

- Timeliness, shortages, code life into depot, stock presentation

Process Execution and Adherence

- Exception management
- Plan stability
- Data (quality, accuracy and security)

Indirect:

- Customer Service and Supply Chain operational costs
- Sales and Margin



Category Proposition Group.

- Optimising setup including lead times, frequency of delivery, flow of stock through the network, safety stock and presentation stock where necessary
- Collaborating with the Operations team to ensure category stock flow plans are compatible with overall capacity constraints and volume targets
- Providing feedback for the Forecasting Analysts to ensure forecasts used include insights from the Category Proposition Group
- Completing daily exceptions and escalations on time and appropriately; investigating root cause where necessary and sharing knowledge across relevant teams
- Monitoring and report on KPI performance and being proactive to identify and implement appropriate actions

Supplier Performance Management

- Proactively working with Trading and Supply Chain to monitor and manage supplier performance with accountability for shortages, late deliveries, code life and stock presentation.
- Analyse data and performance to focus activity where improvement adds most value
- Working with suppliers to ensure they can satisfy the plan through appropriate means including their production plans
- Ensuring GSCOP, Competition Law and Anti-Bribery guidelines are adhered to at all times

Skills

- Decision Making
- Commerciality
- Stakeholder Management
- Data Analysis



Qualifications & Experience (where applicable)

Essential

- Evidence of using data for analysis and decision making In a HO retail or FMCG environment (essential)
- Collaborating on projects to deliver solutions for business success (essential)
- Influencing and managing supplier and customer relationships (essential)
- Working as part of a trading team to deliver measurable performance (essential)

Desirable

- JDA System knowledge & experience (desirable)
- Anaplan knowledge & experience (desirable)
- A passion for food (desirable)

In extremely infrequent situations, the role may be required to perform some tasks at weekends.

Version	Created/updated by	Date
	<i>James Blake</i>	<i>28/10/26</i>