JOHN LEWIS PARTNERSHIP | JOHN LEWIS | WAITROSE

# ENVIRONMENTAL MANAGER, JOHN LEWIS DISTRIBUTION

## Core information

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| **Location:** Regional | **Line of Business:** John Lewis |
| **Reports to:** Regional Manager CDHs | |
| **People Management:** No<br>**Assignment Management:** Yes | |
| **Partnership Level:** Partnership level 6 | **Manager's Partnership level:** Partnership level 5 |
| **Number of direct reports:** None | **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 & Partners and Waitrose & Partners, 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**

You will be the subject-matter expert for Waste Electrical and Electronic Equipment (WEEE) regulatory compliance for the 2 Person Customer Delivery Network. The role will own the end-to-end WEEE obligations and drive the commercial performance of recycling and reuse activities. A vital component of the role is ensuring that every quarterly submission to the Environment Agency is accurate, timely, and audit-ready, effectively turning regulatory obligations into tangible revenue.

The role works closely with the Distribution Contracts Manager (2 Person Customer Delivery), central Environment & Sustainability (E&S) team and Operational Waste Management within the John Lewis Partnership to ensure alignment with group-wide sustainability strategy, reporting standards, and partner engagement initiatives.

| **Primary Outcomes & Accountabilities** | **Measures of success** |
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| **WEEE Compliance & Regulatory Reporting**<br>- Own the end-to-end WEEE compliance process across all Customer Delivery Hubs (CDHs), ensuring the Partnership meets its obligations under the WEEE Regulations 2013 (as amended). | • 100% on-time, accurate quarterly submissions to the Environment Agency with zero compliance findings.<br>• Year-on-year improvement in recycling income and cost avoidance from CDH waste streams. |

- Prepare and submit quarterly returns to the Environment Agency on behalf of the Partnership, maintaining full audit trails and supporting documentation.
- Monitor legislative and regulatory changes affecting WEEE, packaging, and waste obligations, translating these into operational guidance for CDH teams.
- Maintain the Partnership's waste carrier licences, exemptions, and Producer Compliance Scheme membership, ensuring all registrations remain current.
- Act as the primary point of contact for Environment Agency inspections, audits, and information requests relating to CDH operations.

**Commercial Recycling, Reuse & Revenue Generation**

- Manage commercial relationships with approved recycling contractors, waste brokers, and reuse partners, negotiating terms that maximise value recovery from end-of-life goods.
- Identify and develop new revenue streams from WEEE materials, packaging waste, and other recyclable commodities arising from distribution operations.
- Track and report on recycling income, cost avoidance, and reuse volumes, providing monthly commercial performance data to the Head of E&S and Distribution leadership.
- Conduct regular market reviews to benchmark the Partnership's recycling rates and rebate terms against industry standards, recommending contract improvements where appropriate.
- Support the development of circular economy initiatives aligned with the Partnership's sustainability commitments, including product take-back schemes and repair partnerships.

**CDH Operations & Site Support**

- Provide hands-on environmental support to CDH Regional Managers and site teams, ensuring waste segregation, storage, and collection processes meet regulatory and Partnership standards.
- Deliver training and awareness sessions for CDH Partners on WEEE handling, duty of care requirements, and waste minimisation best practices.
- Conduct site audits across the CDH network to assess environmental compliance, identify improvement opportunities, and track corrective actions to closure
- Maintain accurate waste transfer notes, hazardous waste consignment notes, and WEEE collection records for all CDH sites.

- CDH audit scores consistently meeting or exceeding the Partnership's environmental standards.
- Positive stakeholder feedback from CDH site teams, E&S colleagues, and Central Services on the quality and timeliness of environmental support.
- Contribution of accurate, timely waste and recycling data to group sustainability reporting.

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| **Stakeholder Engagement & Cross-Functional Working**<br><br>- Work as an integrated member of the central E&S team, contributing to group sustainability reporting (including Streamlined Energy and Carbon Reporting (SECR), The Energy Savings Opportunity Scheme (ESOS), and annual report disclosures) with accurate distribution waste and recycling data.<br>- Collaborate with Operational Waste Management on procurement of waste management contracts, ensuring environmental specifications are embedded in tender documentation and supplier selection criteria.<br>- Partner with the John Lewis and Waitrose Supply Chain teams on upstream packaging reduction and product end-of-life design considerations.<br>- Build strong working relationships with CDH operations, transport planning, and customer service teams to ensure WEEE collection and return logistics are efficient and customer-friendly.<br>- Represent the Partnership at industry forums, Producer Compliance Scheme meetings, and regulatory consultations as required. | |

**Skills**

- Stakeholder management including external stakeholder engagement
- Commerciality
- Task prioritisation
- Critical thinking
- Entrepreneurship
- Relationship building

**Qualifications & Experience (where applicable)**

- Proven experience managing WEEE compliance obligations in a retail, distribution, or logistics environment, including preparation and submission of Environment Agency quarterly returns.
- Strong understanding of UK waste legislation, including the WEEE Regulations 2013, Environmental Permitting Regulations, Hazardous Waste Regulations, and duty of care requirements.
- Demonstrable track record of managing commercial recycling or waste contracts with measurable value recovery outcomes.
- Experience conducting environmental site audits and driving corrective action programmes across multi-site operations.
- Confident working with regulatory bodies, particularly the Environment Agency, and experienced in managing inspections and compliance queries.
- IEMA Associate or Full membership, or equivalent environmental management qualification (e.g. NEBOSH Environmental Certificate).
- Experience with Producer Compliance Schemes and extended producer responsibility frameworks.
- Familiarity with carbon reporting frameworks (SECR, GHG Protocol) and how waste and recycling data feeds into corporate sustainability disclosures.
- Knowledge of circular economy principles and practical experience implementing reuse, refurbishment, or take-back programmes.

- Experience working within a Partnership or co-operative business model.

| Version | Created/updated by | Date |
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| *1.0* | *Emma Mountague-Arrow* *Dave Kelly* | *11/05/2026* |
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