JOHN LEWIS & PARTNERS | JOHN LEWIS PARTNERSHIP | WAITROSE & PARTNERS

Job title: **Transport Administrator Customer Delivery Hub (CDH)**

Core information

Location: Network Customer Delivery Hub (Location)	**Lines of business or shared capability area:** JL Supply Chain
Reports to: Section Manager, Administration	
People Management: No **Assignment Management:** No	
Partnership Level: **Partnership level 9**	**Manager's Partnership level:** **Partnership level 8**

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 are not 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. Our values outline how we are and how we want to behave with one another, our customers, suppliers, and stakeholders.

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.

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.

Critical purpose of the role:

To adhere to and comply with the Legal and Compliance requirements as outlined within the John Lewis Partnership Operators Licence and the DVSA Earned Recognition Scheme.

To be a Subject Matter Expert for all transport and fleet-related queries.

Primary Outcomes & Accountabilities

As a Partner you will

- Behave in line with the Partnership's purpose and democratic principles, promoting co-ownership to customers and each other that we're a better way of doing business.
- Share knowledge, experiences, ideas and opinions 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.
- Continuously engage with and actively contribute to your Profession.
- Take responsibility for actively engaging with change.

Operational Performance

- Ensure compliance with the Road Transport Working Time Directive, Domestic Regulations, and EU Drivers' Hours Regulations.
- Maintain and update in an accurate and timely manner the vehicle maintenance planner.
- Manage vehicle defects to ensure roadworthiness of the Fleet.
- To ensure all vehicle and driver records are maintained in accordance with regulations.
- Support resource management of people and vehicles in line with the Operators Licence margin.
- Promote and adhere to all Legal, Health & Safety and Customer Delivery Hub operating procedures.
- Understand and adhere to the General Data Protection Regulation (GDPR).
- Assist with general administration daily tasks.
- Be a brand ambassador, delivering an outstanding end to end customer experience.
- Support and champion business strategies and initiatives including Partnership Plans, CSR, Health and Wellbeing and local charity.
- Regularly undertakes self-auditing within the Transport Operation to maintain legal compliance.

Personal

- Take ownership for your personal and professional development, acting as a role model for all Partners by coaching, giving and receiving feedback in order to achieve agreed goals.
- Ensure your mandatory training is up to date.
- Ensure you keep up to date with Customer Delivery Hub and John Lewis Partnership information bulletins and updates.

Customer

- Identify, promote and implement areas for improvement for 'Net Promoter Score' and 'Customer Promise' to increase the customer service provided to all John Lewis Customers.
- Promote and deliver outstanding customer service to all your stakeholders, including customer collection where relevant.
- Demonstrate a good understanding of the John Lewis Customer Delivery Proposition and Customer Promise.

Contributing to a safe working environment

- Adhere to Health and Safety policy and guidance.
- Report all accidents and near misses to your Line Manager to adhere to Health & Safety Legislation.
- Follow the recommended John Lewis Partnership's manual handling and mechanical handling instruction.

Measures of Success

- Passed all required courses, Confirmation of Learning and assessments
- Stakeholder Feedback
- CDH reporting deadlines and accuracy
- CDH Customer Metrics
- CDH Legal & Compliance Audit results
- GDPR Compliance

- Understand and follow Standard Operating Procedures

Skills	
Agile Approach	Able to easily adapt according to circumstance and change approach as required
Continuous Improvement	Consistently demonstrates a continuous improvement mindset
Customer Centricity	Understands the end to end customer journey and puts every customer, both internal and external, at the heart of everything we do
Accuracy/Attention to Detail	Carries out the task-in-hand thoroughly, completely, on time and with accuracy, working with consistent high-quality and attention to detail.
Role Modelling	Demonstrates ethical partnership behaviours and inspires others to replicate
Stakeholder Management	Identifies key stakeholders, their motivations and priorities, and considers these when building and managing relationships. Anticipates stakeholder challenges and proactively plans for these, displaying strong communication

Partnership Behaviours - Leading Self

- Absolute Clarity
- Owning It
- In This Together
- Brilliant Retailers
- Continuous Improvement
- Distinctly Partnership

Qualifications & Experience

Excellent computer skills and knowledge of IT systems.

Essential:

- Experience of working in an administrative role.
- Previous experience of data processing and inputting.
- Excellent communication skills (verbal and systemic).
- Excellent organisation and planning skills.

Desirable:

- Knowledge of telematics and route planner systems
- Knowledge of Drivers' Hours
- Experience of working in a transport environment
- Transport Manager CPC Qualification

Version	**Created/updated by**	**Date**
1.1	*Lindsay Tulip*	*22 November 2022*
1.2	*Team*	*25 November 2022*
1.3	*Sally Shinners*	*23 May 2023*
1.4	*Job Outline Working Group*	*5 June 2023*
1.5	*Partnership Behaviours - Working Group*	*12 June 2024*