JOHN LEWIS PARTNERSHIP | JOHN LEWIS | WAITROSE

Job title: Warehouse First Line Manager

Core information

Location: Shop/site	**Lines of business or shared capability area:**
Reports to: Warehouse Shift Manager or Warehouse Operations Manager	
People Management: Yes **Assignment Management:** No	
Partnership Level: Partnership level 8	**Manager's Partnership level:** Partnership level 7
Number of direct reports: 30-40	**Partnership level(s) of direct reports:** Partnership level 10

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

Responsible and accountable for managing Partners and Agency across all of the Site within a 24 hours a day, 7 day a week warehouse operation.

Ensuring achievement of productivity and agreed key customer service levels within cost targets through a motivated team.

To ensure Health and Safety, Food Safety and all legislative and operational procedures are adhered to and Partners are treated fairly and with respect.

To deputise for the Warehouse Shift Manager in their absence.

Primary Outcomes & Accountabilities	Measures of success
• Managing the warehouse space to Receive, replenish, pick and dispatch products to	• Achieves key customer service level requirements, including pick and order accuracy and agrees actions with stakeholders to support

customers in line with the agreed service level. ● Ensure all Legal, Health and Safety, Food Safety, Working Time Directive and Operational procedures are adhered to at all times, ensuring the safety of self and others. ● Support the delivery of the Business Plan - setting and achieving specific measurable targets for the Team. ● To maximise productivity and manage the usage of overtime and agency to improve costs. ● Effectively communicating operational and business plans and changes to all Partners, supporting the implementation of the Partner and site activities. ● To support a culture of Continuous Improvement across the department. Implement new projects that will improve the efficiency of the operation and improve site service. ● Performance Management of all Partners within the team to ensure the achievement of operational targets. ● Ensuring all Personnel policies and procedures are followed that enable Partners to be treated fairly and with respect in line with the Partnership	improvements to Customer metrics. ● All CFC and other customer service levels met. ● All aspects of Health and Safety and HACCP regulations are adhered to. ● Accidents and injuries are reported, recorded, investigated and any issues rectified. ● CFC feedback, results and action plans. ● Engagement Survey Results and action plans. ● Partnership principles and ethos adhered to all times, including operating within and fully supporting the principles of the democratic Framework. ● All Direct Reports Personnel processes completed in a quality manner on time. ● Risk Management.

Principles. ● To coach, support and develop the Partner and Management team to enhance job satisfaction and to fulfil their potential and help advancement. ● Promote and emulate the partnership principles, drive and support Partnership democracy and way of working within not only the site but the Department. ● To ensure information is recorded accurately on all Warehouse and Personnel Management Systems. ● To cover in the absence of the Warehouse Shift Manager.	

Skills

● Demonstrates excellent Partnership behaviours

● Proactive, results orientated and deadline driven

● Is a confident communicator in a team and one to one environment

● Capable of leading a team and developing others skills and capabilities

● Has strong organisational and planning skills

Qualifications & Experience (where applicable)
Essential • Be 18 or older—that's a must for this kind of work. • Experience working in a management role in a Distribution / Warehouse environment with knowledge of working with warehouse management systems • Stock Management experience • A good understanding of Health and Safety legislation • Experience of dealing with full disciplinary procedures according to ACAS guidelines
Desirable • Confident in using Google Sheets, Google Docs and Tableau reporting

Version	**Created/updated by**	**Date**