JOHN LEWIS PARTNERSHIP | JOHN LEWIS | WAITROSE

WAITROSE FULFILMENT INSIGHT AND REPORTING ANALYST

Core information

Location: Bracknell Head Office and hybrid	**Line of Business** Online Fulfilment
Reports to: Operational Insight & Reporting Manager	
People Management: No **Assignment Management:** Yes	
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 & 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

In this role you will be accountable for providing actionable insight that drives decision making and supports delivery of an optimised fulfilment network for Waitrose online, ensuring all customer and financial objectives are achievable and delivered.

You will provide clear recommendations to senior leaders enabling the shaping of the future vision and strategy for end-to-end fulfilment processes.

Primary Outcomes & Accountabilities	**Measures of success**
- Synthesis of data and reporting from multiple sources, both operational and financial - Hypothesis testing through extensive modelling of potential fulfilment changes to understand impacts on key variables such as cost to serve, Partner hours, volumes, etc - Create insight which clearly articulates a compelling story to inform decision making across fulfilment and Waitrose Online overall	You will have a balanced scorecard against which you will be assessed. This will be framed in terms of: - Profit (e.g. reducing online equipment costs) - Customer (e.g. customer CSAT scores online fulfilment) - Partner (e.g. ensuring all locations have correct online equipment in in line with latest volume forecasts)

- Analyse data in order to highlight risks and opportunities in order to then make recommendations of potential mitigations and next steps	

Skills

- Strong analytical and decision support skills
- Highly numerate and analytical with exceptional attention to detail
- Ability to communicate complex ideas in simple and effective ways to gain stakeholder buy in
- Comfortable in dealing with ambiguity and complexity
- Ability to work at pace
- Drive and enthusiasm for continuous improvement
- Curious self starter

Qualifications & Experience (where applicable)

Essential

- Extensive experience with Tableau, Snowflake, SQL
- Extensive analytically-based experience and/or Relevant qualification
- Strong communication skills and experience with senior stakeholder management
- Experience of comparing, analysing and synthesising multiple data sources into a unified set of insights
- Familiarity with operational financial period reporting/reconciliation
- Technical knowledge of and experience in the use of Advanced Excel/Google Sheets and other relevant business tools

Desirable

- Operational reporting and modelling experience
- Financial reporting and modelling experience
- Familiarity with online fulfilment operations/ Knowledge of Branch or CFC Deliver Operation

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