JOHN LEWIS PARTNERSHIP | JOHN LEWIS | WAITROSE

Job title: **Supply Chain End to End Planning Lead**

Core information

Location: Bracknell with hybrid working	**Line of Business:** Waitrose (Supply Chain)
Reports to: Head of End to End Planning & Optimisation	
People Management: Yes **Assignment Management:** Yes	
Partnership Level: Partnership level 5	**Manager's Partnership level: Partnership level 4**
Number of direct reports: 4 (1 x L6, 3 x L7)	**Partnership level(s) of direct reports: Partnership level 6** **Partnership level 7**

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

Waitrose Supply Chain is undergoing the most significant period of transformation it has seen in over a decade, across Physical Network, People and Technology. Our multimillion £, multiyear investment in tech, including modernising our Demand Forecasting capability and replacing our Warehouse Management System, underpins the Waitrose Plan through Fixing Our Operation Foundations. This role will be instrumental in influencing and developing end to end transformational solutions to unlock the Waitrose Strategy, including Shelf Edge Proposition, Freshness & Produce and Total Stock Loss.

As E2E Planning Lead, you will be accountable for the alignment and orchestration of all external initiatives across run and change with a dependency on End to End Stock, within a 1-3 year horizon. You will be the eyes and ears of Merchandising outside of Supply Chain; operating upstream of incoming activity and utilising your network to influence early decision making. As the owner of the Merchandising Activity Plan, you will be the front door for all activity into Merchandising with accountability for triaging this, in line with broader Supply Chain capacity and priorities.

This role is a critical enabler to landing change within Merchandising and acts as a business partner to the E2E Stock Leadership

team, including the Director E2E Stock. The position requires a thorough understanding of our end to end supply chain, strong professional relationships with senior management, and broad networks throughout Waitrose; particularly within Commercial and Finance. Excellent interpersonal skills are required to identify and translate requirements, facilitate discussions and support informed decision making. The role holder will demonstrate strong strategic and operational agility in order to evolve the role in line with business requirements.

This role leads the Sales & Operations Planning (S&OP) process on behalf of Waitrose; establishing and embedding elevated pod working across Commercial, Supply Chain & Finance. Equally, this role owns the Supplier Strategy for Supply Chain as we transform our network; holding suppliers to account to reduce costs and optimise ways of working. This role will lead a step change in supplier reporting and performance visibility both internally and externally as well as influencing the evolution of our Supplier Delivery Scheduling tool to a more modern, integrated system alongside our updated WMS.

Whilst joining the dots outside of Supply Chain, this role is also responsible for orchestrating business as usual governance and processes within Merchandising, including leading performance implementation reviews and shaping investment proposals on behalf of the E2E Stock Director.

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	**Measures of success**
Strategic Leadership • Acts as a business partner to the E2E Stock Leadership team, including the Director E2E Stock • Senior Supply Chain representative in end to end transformational activity to unlock the Waitrose Strategy, including Shelf Edge Proposition, Produce and Total Stock Loss • Working closely with the Finance Lead to set the weekly/quarterly volume budget shape which feeds our overall budget, including any forecast amendments **S&OP** • Reviewing the sales, margin and volume across sites, channels and categories, identifying risks and opportunities to review in the S&OP forum and	Success of the S&OP process in the business, for example S&OP forum attendance, S&OP engagement (from surveys), and improvement in collaboration A robust and well communicated Supplier Strategy and established ways of working across Distribution, Merchandising and Commercial, driving adherence to reporting and the agreed approach to review meetings and escalation Material improvements in supplier performance against the key Delivery Standards & Compliance metrics Stakeholder feedback on balancing the requirements across Finance, Merchandising, Distribution and Commercial. Stakeholder feedback on impact of contribution is key, with ability to draw trends from data and provide actionable, insightful reporting that drives robust, end-to-end decision making

escalating to the Waitrose Trade Committee where required • Reporting against the integrated end-to-end business plan and identifying risks and opportunities in sales, stock, margin, wastage, working capital and cost • Leading the execution of the monthly S&OP process (from the Finance Budget plans through to Supply Chain plans) across the 4-week window • Identifying changes between planning cycles, their impact, and provide challenge of inputs e.g. cost implications or financial considerations • Collating and manage the S&OP inputs (topics - risks/ issues/opportunities), aligning with CPGs to ensure the correct topics are brought to the S&OP forums • Collaborating with Trade Planning, Marketing and Customer teams and ensure changes in promotional activity and events are communicated with the relevant Directorates to support planning • Tracking progress of S&OP outputs and review / monitoring of the decisions made • Ensuring best practice for S&OP and continuous review to improve the process going forward • Ensuring the usage of the E2E Planning Tool (Anaplan), including support and training of the Directorates where required • Facilitating teams to embed the long term adoption of planning cycles on an ongoing basis, leading the change activities required to evolve the process and enable positive engagement going forward **Supplier Performance** • Set the direction for our Supply Chain Supplier Strategy and drive a step change in supplier performance, compliance and efficiency initiatives to drive supplier delivery on time and a clear line of sight to performance • Establish and embed best practice ways of working across Merchandising and Distribution, and continually evolve our reporting, delivery standards, escalation and performance reviews.	Measured on the quality of decision-making and trade offs to drive the best balance of sales, margin, stock, cash flow for the business as a whole Adherence to the planning calendar and ensuring the budgets/ plans/reforecasts are done in a timely manner Ensuring Partners are trained in the end-to-end integrated planning process effectively Benchmarking of how we compare to competition Measure Success (indirect): - Sales - Stock - Availability (OSA / WiDA) - Operational Cost - Waste - Capacity Utilisation

• Build proactive relationships with key suppliers, holding them to account with robust data, and accurately tracking on-time delivery at our depots • Support unfunded improvement activity (CI) & wider initiatives including wastage, inbound and E2E processes	

Skills

- Commerciality
- Critical Thinking
- Data Driven
- Influencing decisions and stakeholders
- Outcome Focus
- Professional Judgement

Qualifications & Experience (where applicable)

Essential

- Demonstrable experience across strategy, planning and operational roles and the ability to influence end to end stakeholders; recognising linkages and dependencies
- Strong communication and interpersonal skills to work and communicate effectively in a collaborative and cross-Directorate role
- Excellent stakeholder management skills to influence and ensure the buy-in of senior leadership (including "Head of" and "Director" level stakeholders)
- A strong understanding of key planning metrics (Sales (volume & value), Margin, Stockholding, Waste, Capacity Utilisation) and the ability to translate 6-12 month forecasts to key stakeholders to drive performance
- Great presentation skills to facilitate the S&OP forums and performance implementation reviews and excellent organisational skills to ensure the smooth running of these sessions
- Experience of leading large cross functional meetings, workshops and reviews. Ability to structure and lead the session, as well as drive actions and change after it
- Continuous improvement in complex, Grocery supply chain
- Drawing insight from analysis and making recommendations, providing constructive challenge where needed
- Leading & managing complex, cross-functional workstreams and driving results and performance

Desirable

- Experience using planning tools (e.g. Anaplan) preferred by not essential

Version	**Created/updated by**	**Date**
1.0	*Kate Prall*	*Nov 2026*