JOHN LEWIS PARTNERSHIP | JOHN LEWIS | WAITROSE

Waste Service Delivery Manager

Core information

Location: Remote Worker	
Reports to: Waste Strategy Manager	
People Management: No **Assignment Management:** No	
Partnership Level: Partnership level 7	**Manager's Partnership level: Partnership level 6**
Number of direct reports: Zero	**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

Drive operational agility, resilience, and statutory waste compliance across both lines of business (Waitrose and John Lewis) as part of an interchangeable management model.

Manage day-to-day waste service delivery across all retail and non-retail operating sites (including shops, DCs Head Offices, Hotels and associated JLP sites), driving site-level compliance, audit execution, and issue resolution during core operational periods, peak trading and seasonal events.

Act as the primary operational escalation point for key contracted service providers to enforce Service Level Agreements (SLAs), resolve site bottlenecks, and control ad-hoc expenditure.

Partner directly with retail teams (Head Office and Shop) as a recycling and waste subject matter expert, providing clear guidance, signposting to training assets, offering practical support to embed compliant waste practices.

Support execution of environmental strategy through site audits, waste benchmarking, and segregation monitoring to maintain due diligence, protect the Partnership from legal and EA regulatory exposure, and support major upcoming regulatory reforms (such as DRS, Mandatory Digital Waste Tracking, pEPR, and Simpler Recycling).

Through the Property Shared Capability you will have the opportunity to develop and stretch personally and professionally to achieve your potential.

The Partnership supports agile and flexible working practices, such as when, where and how we work. We have several 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.

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Primary Outcomes & Accountabilities Measures of Success

Compliance / Assurance / Legislation

- Conduct site-level audits, benchmarking, and inspections across the estate to drive statutory waste compliance and identify non-compliances, operational risks, and waste segregation failures.
- Feed audit findings directly back to site management and operations to enforce accountability, maintain due diligence, and protect the Partnership from legal and Environment Agency (EA) regulatory exposure.
- Support and drive store-level operational readiness
- High-risk and non-compliant sites are accurately identified, audited, and placed on structured corrective action plans.
- Continuous reduction in repeat non-compliances and waste segregation failures across audited sites over time.
- Legal enforcement actions or formal notices are managed through proactive audit trail documentation and due diligence.

for ongoing regulatory reforms including the Deposit Return Scheme (DRS - October 2027), Mandatory Digital Waste Tracking and Simpler Recycling legislation.	● Operational readiness milestones and compliance roadmaps met for ongoing statutory changes in line with the Environment Act 2021.
Operational Management / Retail Support & Non Retail Support/Contract Performance ● Serve as the primary operational escalation point for key service providers (e.g., Biffa, Recycling Lives, Smurfit Westrock), driving daily SLA performance. ● Establish and resolve root-cause solutions for persistent site-level service bottlenecks and operational failures. ● Responsible for the performance management of the contracts ensuring service levels and KPI's and any performance issues are dealt with	● Waste targets achieved ● Service provider performance issues and SLA breaches are caught early, escalated, and tracked through to resolution. ● Site service issues escalations are addressed promptly, with root-cause fixes implemented to prevent recurring site disruption. ● Contractual KPI' are met ● Service delivery meets the needs of the business
Finance and Budgetary ● Monitor site-level operational waste expenditure and strictly oversee ad-hoc service request spend to prevent budget overruns.	● Ad-hoc service requests and emergency waste call-outs are actively validated and controlled within set parameters ● Operational spend monitored closely against forecasts, with risks to budget highlighted and mitigated where possible
Innovation and Continuous Improvement ● Identify, propose, and support the execution of operational tweaks and process improvements across the operational waste department	● Operational waste trials and pilot initiatives are effectively evaluated, and reported on with clear outcomes

Primary Outcomes & Accountabilities Measures of Success

• Collaborate with key stakeholders and suppliers to conduct operational waste trials, test solutions, and streamline waste handling and circular economy opportunities • Review store waste workflows and site feedback to eliminate inefficiencies, optimise waste compaction/collection frequency, and drive efficiency gains across the estate.	• Practical workflow or operational changes are successfully adopted by store and depot teams, leading to measurable efficiency or cost improvements • Operational feedback captured from site teams to inform ongoing service refinements and supplier processes.

You will be a role model to Partner teams in setting high standards of ownership, stakeholder engagement and customer service and build and maintain strong relationships with all relevant stakeholders, specialist contractors and third party service providers. This will ensure efficient and cost effective delivery representative of the lines of business requirements.

Skills	
Stakeholder Management	Builds and maintains collaborative relationships with key stakeholders across retail, and all other operational waste operations, as well as external service providers. Understands their priorities and operational pressures, establishing effective working networks to deliver shared waste and sustainability goals.
Communication	Provide clear, timely communications and service updates across appropriate line of business operating sites. Communicate effectively with internal and external stakeholders to drive absolute clarity on recycling and waste standards.
Influencing and Negotiation	Works collaboratively to achieve the optimum and mutual agreement for a way forward for all parties. Resolves professional differences along the way through active listening and appropriate assertive communication to reach win-win outcomes. Is prepared to adapt communication style to each situation and has the best interest of the Partnership at the forefront of all interactions.
Project Management	Strong planning and organisational skills, with proven ability to coordinate and deliver operational waste projects, trials, and rollout plans across multiple sites.

Qualifications & Experience (where applicable)

Essential

• **Legal Compliance in Commercial Waste Management:** Comprehensive grasp of statutory waste regulations and Duty of Care obligations to mitigate regulatory risks.

• **Retail Industry Knowledge & Waste Streams:** Solid working knowledge of retail operations, supply chains and the management of diverse commercial waste streams.

• **Service Contract Management:** Demonstrated ability to oversee external waste providers, ensure compliance with SLAs, and manage contract variations.

• **Commercial Acumen & Business Awareness:** Strong financial oversight of waste budgets, cost-efficiency optimization, and alignment with sustainability targets.

- **Stakeholder Engagement & Communication:** Excellent interpersonal and communication abilities to collaborate with internal teams, site managers, and external partners.

- **Technology & Digitally Confident:** Competent navigating laptops, smartphones, and workplace systems (including Google Workspace and Microsoft Office), with a proactive approach to using digital tools (including AI) to simplify day-to-day problem-solving.

- **Data & Spreadsheet Confidence:** Able to manipulate and interrogate data in spreadsheets (e.g., filtering, pivot tables, and lookups) to identify discrepancies and support operational decisions.

Desirable

- IWFM or CIWM membership

- Experience collaborating effectively within a small specialist team while influencing stakeholders and managing external contractor relationships

- Experience in managing in a retail environment including department stores and supermarkets

- Ability to drive cost efficiencies to align with business plans

Version	**Created/updated by**	**Date**
V0. 2	Chris Murphy	November 2026