

LOSS PREVENTION PARTNER

Location: Specific JL site depending on place of work	Profession: Security
Reports to: Profit Protection Area Manager	
People Management: None Assignment Management: None	
<p>Job description (critical purpose)</p> <p>You will work as part of the Profit Protection team to add value to the efficiency and profitability of John Lewis. This role has two main priorities which include:</p> <ul style="list-style-type: none"> • mitigating the risk of malicious harm to Partners and Customers; • and managing shrinkage performance within budget and risk appetite. <p>The role will address all aspects of Shrinkage, including, though not exclusive to, external and internal dishonesty, procedural failure, and administrative error within the John Lewis Partnership.</p> <p>The Partner represents the John Lewis brand and ensures their standards are consistently high. They set the example for the delivery of exceptional Loss Prevention standards. They are a mentor and a role model in relation to Loss Prevention and work with relevant stakeholders to achieve the Partnership targets.</p> <p>The Partner is confident and professional in managing and de-escalating conflict situations which includes apprehending those customers involved in retail crime.</p> <p>The role also involves coaching and raising awareness of all aspects of Shrinkage and Crime, to Partners making best use of the Partnerships policies, operating processes and procedures.</p> <p>The role holder takes responsibility for their own learning and self development and plays an active role in department activities. They demonstrate a flexible and positive approach to tasks and use skills and knowledge to support and coach.</p> <p>You will act as an ambassador for the John Lewis & Partners brand, playing your part in delivering outstanding service through exceptional communication and engagement with internal and external stakeholders.</p> <p>Through your Profession you will have the opportunity to develop and stretch personally and professionally to achieve your potential.</p> <p>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.</p> <p>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.</p>	
<p>Primary Outcomes & Accountabilities</p> <p>Act in accordance with the Partnership's purpose and democratic principles, constructively participating in co-ownership, and demonstrating to customers and each other that it is a better way of doing business. Share your knowledge, experiences, ideas and opinion to improve the Partnership, speaking honestly and frequently.</p> <p>Invest in your personal and professional development to achieve your potential, by doing more, doing better, or doing different. Continuously engage with and</p>	<p>Measures of success</p> <p>Customer</p> <ul style="list-style-type: none"> • Achieves the right balance of protection which enables a safe environment whilst providing minimal impact to genuine customers. Knows highest risks and continually assesses and seeks resolution or innovation to address.

actively contribute to your Profession

Take responsibility for actively engaging with change

Create the conditions for all Partners to thrive, make their best contribution and achieve their potential.

Appreciate what different life experiences bring to the Partnership and the value this adds to unbiased and smarter decision making.

Set the tone, context and outcomes for the team with the voice of the customer at the heart.

Enable the conditions for Partner opinion to be heard and acted upon.

Engage and lead People Managers and Partners in delivering and embedding change consistently and effectively.

Customer

- Ensure customers are at the centre of all operational decisions, through role modelling outstanding customer service.
- Ensure Partners undertake the required due diligence and comply with Profit Protection related Branch Operating Procedures & Business Policies at all times. Bring to the attention of Area Profit Protection & Branch Leadership teams any areas of concern.
- Respond to incidents and emergencies in your sites in accordance with Policy and Procedures.
- Advocate strong relationship with local law enforcement teams and engagement with local ShopWatch type schemes.

Partner

- Endeavor to continuously self develop.
- Promote democracy within Profit Protection teams. Highlight the role of the Partner Voice Representative to all Profit Protection branch partners and encourage them to share their opinions.

Sales

- Develop and maintain appropriate knowledge, experience & expertise in the Partnership, its products & services, policies, including area and store performance and general business initiatives and priorities.
- Conduct, and ensure the completion by others, of Branch Audits / Compliance checks in accordance with risk which cover:
 - Physical Security
 - Shrinkage and fraud reduction
 - Partner Safety
- Safely deter or detain suspects in accordance with Partnership policy and relevant laws
- Support with investigations where required, which may include reviewing extracts of CCTV
- Treat all information that they are exposed to appropriately and in accordance with Partnership Policy and relevant laws

Profit

- Be a point of contact for all branch Profit Protection related issues, and escalate as required.

- Profit Protection teams know and understand the Profit Protection response to incidents and emergencies.
- Only appropriate queries and complaints are escalated. Shares knowledge with colleagues. Provides recommendations on how to prevent/reduce similar matters.
- Regular attendance of Shop Watch scheme by Profit Protection Team as well as active intel sharing through platforms such as “Disc”.

Partner

- Personal learner journeys delivered effectively.
- Active participation in democracy.

Sales

- Keeps up to date with business news via internal publications. Translates the awareness to tangible Profit Protection related actions. Understands risk of new initiatives and offers solutions to mitigate risk.
- Improve compliance through support and coaching of Profit Protection Teams as well as, when directed, accurate completion of Compliance Audits.
- All detains are performed within policy with no ‘wrong stops’.
- Supports with investigations as required.
- Treats all information securely.

Profit

- Speed and quality of resolutions from Branch queries.
- Top losses and risks are identified, investigated and resolved. Compliance standards and losses are improved.

<ul style="list-style-type: none"> Be proactive in helping to drive the shrinkage performance of the shop, offering ideas for continuous improvements to the branch operation/policies and wider business. 	
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Skills	
Investigative Analysis	Can see multiple perspectives on a situation and ask questions to get to the root cause. Seeks evidence and data to prove theories. Works with multiple colleagues to build a fully rounded understanding of an incident.
Profit Protection	Specialist knowledge of Profit Protection. This includes malicious & non-malicious loss, physical security & incident management and response.
Communication	Interacts with respect and friendliness to convey views with clarity and empathy. Faces into differences of opinion and surfaces these constructively and works collaboratively to agree a shared solution with lasting results.
Customer Centricity	Puts every customer, both internal and external, at the heart of everything, and understands the Partnership ambition to offer differentiated service that is aligned to our Values. Understands that they are empowered to deliver incredible service for every type of customer with whom they interact and acts on this every time in every environment.
Relationship Building	Authentically and proactively interacts with everyone, building rapport and making a positive impression in order to collaborate and build lasting connections across the Partnership and beyond to other businesses and contacts. Once formed, understands how to navigate politics and the impact these have on the workplace in order to get things done.

<p>The six Assessment Criteria for Resourcing most relevant to this role are:</p> <ul style="list-style-type: none"> - Customer & Performance Focus - Empowered Partner - Planning & Delivering Excellence - Collaborating & Supporting - Agility & Resilience - Communicating & Influencing

Qualifications & Experience
<p>Essential qualifications/experience</p> <ul style="list-style-type: none"> Passion for excellent customer service IT literate Good interpersonal skills Good presentation skills Work as a team member to work towards common goals Knowledge of retail crime Ability to deal with and de-escalate conflict Proven high performance record <p>Desirable</p> <ul style="list-style-type: none"> Retail or Security Management Loss Prevention/Security/Audit/Investigator related qualification Risk Assessment skills Experience in delivering training/awareness Knowledge of retail policy and procedures. Knowledge of security related criminal law, employment laws, H&S laws and disciplinary procedures

- Experience of using CCTV and Access Control
- Ability to respond to call-outs on rota basis to cover emergencies
- Driving Licence

<i>Version</i>	<i>Created/updated by</i>	<i>Date</i>
<i>v0.1</i>	<i>SA</i>	<i>17/12/2020</i>
<i>v1.0</i>	<i>CP</i>	<i>18/01/2021</i>

APPENDIX DOCUMENT: **INTERNAL USE REQUIREMENTS ONLY** for People teams

Partnership Level: 9 Manager's Partnership level: 9
Job Family Group: Job Family:
Pay range/Compensation Grade Profile:

Vetting required? (Yes or No) <ul style="list-style-type: none">• xx
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