

## Job title: **WORKFORCE MANAGEMENT SPECIALIST- (SOLUTIONS DEVELOPER), PAN-PARTNERSHIP**

### Core Information

<b>Location: Bracknell or London Head Offices</b>	<b>Capability: Retail</b>
<b>Reports to: Workforce Management Manager</b>	
<b>People Management: Yes</b> <b>Assignment Management: Yes</b>	
<b>Partnership Level: Partnership level 7</b>	<b>Manager's Partnership level: Partnership level 6</b>
<b>Number of direct reports: Up to 5</b>	<b>Partnership level(s) of direct reports: Partnership level 8</b>

### 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

As a Workforce Management Specialist with a focus on Solutions Development, you will be designing, developing and implementing tools and functionality that allow our shop Partners to be in the right place at the right time; through a passion for writing well-structured and maintainable code that contributes to the improvement of the platforms we manage.

As a Partner in Retail, you're accountable for retail excellence with a relentless connection to customers and shops alike, dedicated support for today's demands, and visionary strides to shape, optimise, and revolutionise the future of retail. Rooted in adaptability, driven by a continuous improvement mindset, and fueled by a commitment to getting it right the first time, our Retail Teams are the dynamic force steering a thriving and innovative retail ecosystem of John Lewis Partnership.

As a Specialist, your role is to meticulously execute tasks and plans, ensuring precision in line with the broader retail strategy. Leveraging subject matter expertise, you contribute to plan execution, manage stakeholder relationships effectively, and provide valuable insights. Aligning with partnership goals, you foster talent development, enhancing continuous learning within the retail domain. Your commitment to excellence significantly contributes to the overall success of the retail strategy and partnership objectives.

### Primary Outcomes & Accountabilities

You will work closely with Partners across Retail to ensure that workforce management tools are fit for purpose, being used effectively and delivering business outcomes.

You will own the definition, sourcing, organisation/management, integrity and continual maintenance of large and diverse data sets required to support the WFM suite of applications.

You will clearly and succinctly summarise the issues and support the Workforce Management leadership by making insightful and practical recommendations in order to provide solutions.

You will provide subject matter expertise in all required forums - ensuring the impact on the Workforce Management tools is fully understood and mitigated in those forums.

You will identify and seek out opportunities to improve the use of the suite of WFM applications to generate better outcomes.

Work collaboratively with other Partners in Retail to deliver the Retail vision and objectives.

Develop a high performing team who deliver their objectives and requirements consistently.

You will play an active role as a co-owner in the Partnership.

Regularly spend time in shops and office(s), working with Partners and serving our customers, understanding opportunities and risks within our shop operating model.

### Measures of Success

- Anticipating problems and proposing solutions before they impact development or production.
- Delivery of all agreed Customer, Partner, Financial and Operational metrics as agreed with your People/ Task Manager
- Insight and data provided is of a high quality and aids data-driven decision making.
- End users are properly supported and issues flagged are resolved in a timely manner
- Expert advice on the WFM suite of applications is provided as needed to stakeholders across the business
- Software and processes developed in line with end user specification
- Feedback from key stakeholders
- In order to stay connected to our Shops and customers, you are required to spend at least 1 day per month at a Waitrose/JL shop and support with a minimum of one week's worth of Helping Hands during peak trading times
- When required, there is an expectation that you will attend your stated work location or another Partnership location, the frequency is to be agreed with your People Manager

**Skills**

- JavaScript
- HTML & CSS
- Critical Thinking
- Customer Centricity
- Continuous Improvement

**Qualifications & Experience (where applicable)**

**Essential**

- Proficient in JavaScript for back-end and front-end development
- A foundational understanding of REST API design and consumption
- Excellent communication and stakeholder management skills across the business at all levels; ability to communicate complexity in a simple and succinct way (written and verbal)
- An aptitude for working with cloud-based IT systems as well as large amounts of data
- Proven experience of taking complex issues and finding solutions
- Ability to manage and draw themes from complex data sets

**Desirable**

- Experience with REST API design, development and consumption
- Proficient in HTML & CSS
- Experience with React JS, Tailwind CSS and Express JS
- Experience with Cloud Platforms (GCP)
- An understanding of the WFM suite of applications and associated data flows, tools and processes

Version	Created/updated by	Date
1.	P FINEGAN	30/1/24
2.	S PATCHING	15/05/24

