

Job title: RETAIL INNOVATION & CHANGE MANAGER, WAITROSE

Core Information

Location: Bracknell	Capability: Retail
Reports to: Retail Innovation & Change Lead	
People Management: Yes <input type="checkbox"/> Assignment Management: Yes <input type="checkbox"/>	
Partnership Level: Partnership level 6	Manager's Partnership level: Partnership level 5
Number of direct reports: Up to 5	Partnership level(s) of direct reports: 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

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 Support Teams are the dynamic force steering a thriving and innovative retail ecosystem of John Lewis Partnership.

As a Retail Manager, you play a key role in executing plans, leading a dedicated team, and fostering collaboration within the retail environment. Collaborating across retail, your role extends to effective people management, plan delivery, and ensuring accountability for results. Recognising the dynamic retail landscape, your flexibility, proactive approach, and commitment to continuous improvement contribute to team resilience. Embracing development, your role is pivotal in driving team success, delivering plans, and contributing to the broader retail strategy. Your adaptability ensures sustained excellence in this dynamic retail environment.

As Retail Innovation & Change Manager you will manage retail input into the development of major change programmes, ensuring partner, operations and service impacts are considered. You will manage the innovation, transformation and change programmes within the Retail capability with end to end accountability. You will lead the team that identifies innovation opportunities, develops the processes, governance and ways of working that ensure the successful in-branch implementation of agreed proof of concepts, projects and initiatives into the Retail estate providing business assurance that risks have been mitigated and robust implementation plans are in place for success. You will ensure cross directorate review mechanisms are in place to inform and evolve future implementation.

**Primary Outcomes & Accountabilities**

You will drive forward a programme of Shop Partner engagement and feedback into new concepts and propositions through the ongoing development of the Partner Panels.

Gather appropriate insight from shop Partners and provide Retail expertise for the development of customer journeys, owning the delivery of Retail focused work streams in large change programmes.

Retail input into business case development, ensuring all areas relating to Partner, operations and service are understood, represented and well thought through.

Ensuring scale of business change is understood and impact upon broader shop operations is fully planned for/mitigated against.

Work closely with Business leads in Retail sponsored programmes of work, including innovation testing, business case creation and associated benefit delivery targets.

Responsible for managing the transition of change - managing embedding change into business as usual operations ensuring successful adoption into accountable areas.

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

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

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.

Measures of Success

- Delivery of all agreed Customer, Partner, Financial and Operational metrics as agreed with your People/Task Manager
- Change is successfully adopted into shops.
- Changes are successfully handed over to business as usual areas.
- Business case and benefits realisation.
- Risks to BAU operations are understood and minimised.
- 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 shop and support with a minimum of one week's worth of Helping Hands during peak trading times

Skills

- Change Leadership
- Commerciality
- Critical Thinking
- Influencing Decisions
- Stakeholder Management

Qualifications & Experience (where applicable)**Essential**



- Leadership of large teams
- Shop operations experience
- Implementation experience
- Delivering results at pace Ability to work across boundaries
- Successfully managing large quantities of fast changing, variable and ambiguous information

Desirable

- Project & Change Management Experience

Version	Created/updated by	Date
1.	Claerwen Roberts	31.1.24