

PRODUCT ENGINEER PL6

Location: This role will have a home location (London or Bracknell) which will be agreed with the line manager. This role will require Partners to work in both London, Bracknell and other locations on a regular basis dependent on the business needs. Expenses will be paid in line with the Partnership expenses policy.

Reports to: Product Engineer PL5 or Product Engineer PL6

John Lewis Partnership overview:

We believe the John Lewis Partnership is a better way of doing business. The Partnership is the UK's largest employee-owned business and home to our two cherished retail brands - John Lewis & Partners and Waitrose & Partners. Everything we do is powered by our unique purpose, which puts the happiness of Partners at our core through worthwhile and satisfying employment. And every one of us is obsessed with inspiring and delighting our customers through outstanding quality products and food and unrivalled service because for us, it's personal. There are five values we look for in a great Partner:

1. DO RIGHT - We act with integrity and use our judgement to do the right thing
2. WE NOT ME - When we work together, anything is possible
3. BE YOURSELF. ALWAYS - We're quirky, proud and at our best when we're free to be ourselves
4. ALL OR NOTHING - We put everything we have into everything we do
5. GIVE MORE THAN YOU TAKE - We all put more in so everyone gets more out

Purpose:

As a Partner in our business your number one focus is to work collaboratively to create more value for our customers and our business.

As a Product Engineer PL6 you will be in a practitioner role, delivering work across a range of Engineering disciplines within Partnership IT Delivery and Operations teams, within a team and across a single domain, contributing to the delivery and operation of new products. Your role is crucial to the delivery of the Partnership's Business Strategies.

You will have advanced skills in lean and agile techniques and will utilise new and innovative tools, methods and techniques to optimise delivery of Value to the Partnership.

You will have both depth and breadth in your skills. The depth will be in your core skills. The breadth means that you have extensive capability in other skills, to allow the team to deliver greater value and increased flow.

You will have the opportunity to develop and stretch personally and professionally to achieve your potential.

Primary accountabilities and deliverables

- As a co-owner, actively share the responsibilities of ownership and support Partners and colleagues to have a voice in our business.
- Invest in your personal and professional development, utilising the opportunities available to you through your Profession to develop your skills and capabilities.
- Engage with your function, supporting your lead to continuously develop and improve it.
- Embrace Agile working principles by demonstrating a flexible approach to working, joining missions as needed and/or supporting colleagues to secure the success of the mission.

Measures of success:

(linked to the Integrated Objectives)

- Success in the Partnership is measured by the Integrated Objectives. These lay out our ambitions in **Partner, Customer, Profit and Power**.
- On an annual basis medium term objectives will be set & reviewed to enable the Partnership to deliver on these ambitions. You will be accountable for delivering on these objectives and also for determining & realising more

- Leverage insight and internal and external networks, as appropriate, to keep abreast of key customer requirements, market conditions and trends, including technological advancements, and feed these into strategic thinking.
- Execute design activities according to the standards of the Architecture Profession where required, delivering solutions that are aligned to strategy.
- Be an advocate for Engineering excellence providing leadership in a core skill, including frameworks and tools, continuously improving to drive efficiency and effectiveness.
- Be an advocate for running experiments and trials to prove or disprove hypotheses on ideas and proposals, deferring decision making until there are good datasets for decision making.
- Identify and action handoffs between the team and other functions, acting as a key Ambassador for the team within your Profession and across the Partnership, coordinating key messages, handling escalations, and ensuring joint working delivers against outcomes.
- Involved in building and maintaining a high performing Delivery and Operations team. Will be an evangelist for quality in delivery and will be responsible for Coaching and Mentoring of peers and team members. Able to demonstrably collaborate across Delivery and Operations teams and Business stakeholders. Works proactively across the Partnership to support the Business objectives.
- Operates within communities and shares good practice across the Technology and Change Delivery and Operations teams.
- Provides innovative Solution Outcomes for their team and demonstrates the use of innovative methodologies and strategies to optimise Value and Flow of the Partnership.
- Able to thrive in complex, challenging and dynamic environments, where they are adept at managing ambiguity. Experienced at surfacing and resolving challenges and impediments. The Product Engineer will be comfortable constructively challenging others to optimise solutions to maximise efficiency and increase value delivered to the Business through IT Delivered Solutions. The Product Engineer will be known for excellent problem solving skills and creative flexible approaches.
- You are a skilled practitioner in your core discipline and are actively using other skills.
- Provides operational support for specific product areas, including incident management, problem resolution, break

detailed Objectives and Key Results (OKRs) in your area to support the achievement of these. You will achieve this by leading and empowering your teams.

- It is expected that you will review OKRs in your area on a quarterly basis to set the business up for success in achieving the overarching Integrated Objectives.

Example Objectives and Key Results relevant to this role:

- Design and delivery of high quality solutions
- Peer and people manager feedback
- Demonstration of ongoing engagement in delivery of key objectives that support the Business Strategy
- Feedback, customer surveys and retrospectives
- Operational support of services within agreed SLAs and targets

fix and small enhancements.

- Be able to offer out of hours support.
- Works with 3rd Parties to build lasting mutually beneficial relationships where delivery professional services are required.
- May be a People Manager leading, coaching, developing and recruiting a strong, capable and empowered team, managing all areas of the Partner life cycle.

Essential qualifications / experience:

- Significant understanding of Retail IT Delivery and Operations in a Lean & Agile Environment
- Considerable experience of delivering and supporting solutions in an IT Delivery and Operations Environment
- Considerable experience of the delivery of complex technology projects, involving cross-functional expertise
- Ability to work under pressure in a fast-paced environment
- Strong attention to detail with an analytical mind and outstanding problem-solving skills
- Outstanding communication skills that go beyond “tech talk” – the ability to translate complex IT matters to those without an IT background
- A clear passion for innovation and change with demonstrable evidence of delivery of innovative change/disruptive thinking
- Proven track record of extensive stakeholder management

Partnership Level: 6

Manager’s Partnership level: 5 or 6

Number of direct reports: maximum 6

Partnership level(s) of direct reports: 6, 7 and/or 8 - aligned to Technical Profession Structure

Vetting required? (Yes or No)

- No