

Leading Partners

Roles with responsibility for leading the work of others, directly or indirectly

Absolute Clarity	Tell me about a time when you have had to align a team or a number of other people with the strategic priorities of the business.	Tell me about a time when you had to inspire your team members towards a vision that you didn't necessarily buy into yourself.	Tell me about a time when you've had to set clear expectations for others.	Tell me about a time when you've needed to inform your team or a group of individuals about a difficult circumstance.
Owning It	When have you had to encourage someone to take a greater degree of ownership and accountability for something they are working on?	When have you shown you are a good role model when it comes to taking ownership and accountability for a project or task?	How have you helped your team or a group of individuals to overcome obstacles in order to progress or deliver something?	Describe a time when you held someone accountable for their performance. How did you balance accountability with support?
In this Together	Tell me about a time when you played a key role in enabling or enhancing collective success for a team or set of individuals.	Tell me about a time when you had to address conflict and restore harmony within a team or set of individuals who were not working well together.	Tell me about a time when you have recognised a team and celebrated their success.	Tell me about a time when you have encouraged a team or group of individuals to work collaboratively.
Brilliant Retailers	When have you and your team gone the extra mile to ensure a successful outcome for a particularly challenging or demanding customer?	When have you and your team had to place a customer's priorities ahead of another business need to ensure their requests were successfully met?	Describe a time when you have improved your team's productivity to drive commercial success and profit. How did you encourage employees to seize commercial opportunities while still being customer focused?	Describe a time when you have helped others to adopt a customer-first mindset.
Continuous Improvement	Can you give me an example of how you have supported your team to develop and implement new or different ways of working.	Tell me about a time when you were able to learn something new and improve the way your team worked.	How have you encouraged your team or group of individuals to challenge the status quo and make improvements to existing ways of working?	How have you sought feedback on your own performance and developed in a specific area as a result of this feedback?
Distinctly Partnership External Candidates	Can you tell me what you think the Partnership means when we say working in a co-owned business?		From what you know about the John Lewis Partnership, what do you think are the key differences between working here as a Partner compared to being an employee at other companies?	Working within the John Lewis Partnership, how would you demonstrate that you're thinking and acting like a co-owner of the business rather than just someone who works here?
Distinctly Partnership Internal Candidates	Can you explain to me what being a co-owner at John Lewis/Waitrose means to you?		How has being a Partner in an employee-owned business shaped your approach to work and your sense of responsibility?	How do you encourage others to act like a Partner rather than an employee?