

Job title: Platform Infrastructure Lead (Networks)

Core information

Location: London or Bracknell Head Office, with blended working	Line of Business or Shared Capability Area: Technology
Reports to: Delivery & Operations Manager (PL5)	
People Management: No ▾ Assignment Management: No ▾	
Partnership Level: Partnership level 6 ▾	Manager's Partnership level: Partnership level 5 ▾
Number of direct reports: N/A	Partnership level(s) of direct reports: None ▾

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 the Platform Infrastructure Lead (Networks), you will be the Product Owner for key technologies within your technical area of specialism. You will provide secure, performant and cost-effective technical solutions to meet business needs. You will support the migration of infrastructure components to public cloud (GCP), and simplify & rationalise technologies within your technical area of specialism. Additionally, you will maintain operational excellence across technology functions, working with multiple service providers and stakeholders.

In your role, you will define the vision for the product groups and prioritise product group workloads, and provide technical expertise to support business outcomes and you will collaborate closely with internal agile engineering teams.

As the Platform Infrastructure Lead (Networks) you will own the decisions for:

- Technical oversight of the design and delivery of solutions
- Managing the day-to-day relationships with vendors
- Ensuring operational services meet or exceed agreed service levels
- Being the technical and service point of escalation for your technology towers
- Implementing and driving Operational Excellence
- Ensuring effective Operational Disaster Recovery & capacity management
- Maintain and manage resilience for all appropriate services
- Major Incident Management - Resolution and continuous improvement
- Managing operational and commercial risks
- Hardware and Software Support and Maintenance
- Ensure all parties deliver on contractual obligations
- Produces and validate requirements for contract renewals and new services



You will also have key input into decisions on cost management and consumption, input monthly resource unit billing cycles, working alongside FinOps. You will shape and implement policy alongside Security Operations. You will work closely with the other Infrastructure areas and interface with the established Product & Platform teams to embed capability within areas.

In the Technology Shared Capability, you will have the opportunity to develop and stretch personally and professionally to achieve your potential.

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.

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.

Primary Outcomes & Accountabilities

Responsible for maintaining the availability of service to meet business requirements

Deliver and maintain a secure, robust, stable and performant service

Identify and deliver cost efficiencies across the service

Manage the exit of our current data centres

Produce, shape and deliver technology roadmaps

Ensure full life cycle management is planned, managed and delivered across the infrastructure estate

Govern delivery of technical capacity management

Support onboarding to public cloud (GCE)

Keeping the estate at agreed supported levels

Deliver change at pace and diligence. without causing incident

Implement and ensure ongoing alignment to product / platform ways of working where this delivers better business value and outcomes.

Measures of success

Maintain agreed level of cloud adoption

Meet and maintain agreed level of service availability

Meet agreed service levels and KPI's

Meet all the defined OKRs for your area

Managing within agreed budgets

Delivery of initiatives to agreed time and budget

Patching cadence and reporting is delivered to agreed levels

Infrastructure estate remains at fully supported levels

Supported Estate Metrics are maintained and published at agreed levels and periods

Maintain and deliver continuous rationalisation and simplification across the estate. Reporting cadence and trackers in for Decommissioning

Maintain Risk position within agreed tolerance levels

Spend is within budget and cost efficiencies are delivered year on year

Reduce major incidents year on year

Reduce vulnerabilities year on year

Skills

Critical Thinking

Interprets evidence and information to develop well reasoned arguments for thinking and can readily draw on evidence to justify a chosen course of action. Can think clearly when presented with multiple pieces of information and gets to the nub of an issue in order to make a well informed judgement.



Data Analysis	Evaluates and analyses different types of complex data objectively and sees patterns and meaning to establish the key relevant facts. Uses this thinking to make credible recommendations to inform critical decision making.
Influencing & Negotiating	Works collaboratively to achieve the optimum and mutual agreement for a way forward for all parties. Resolves professional differences along the way through active listening and appropriate assertive communication to reach win-win outcome. Is prepared to adapt communication style to each situation and has the best interest of the Partnership at the forefront of all interactions.
Stakeholder Management	Identifies key stakeholders, their motivations and priorities, and considers these when building and managing relationships. Anticipates stakeholder challenges and proactively plans for these, displaying strong communication
Agile Learning	Acknowledges own mistakes, learns from them and adapts to meet ever changing demands. Sets high personal standards and learns from experience and applies this in new situations to achieve success. Takes personal responsibility for realising own full potential through doing more, doing better and doing differently. Researches appropriate tools and uses relevant learning methods to enhance own skills.

Qualifications & Experience

Essential

- Deep technical expertise and experience in key technologies as defined below including experience of cloud, infrastructure and microservice architecture
- Track record of leading IT Delivery in a lean and agile environment through managing and motivating technical teams to deliver success
- Demonstrable experience in leading managed services / high-value third-party contracts in a complex enterprise IT environment.
- Working knowledge of agile methodologies & DevSecOps frameworks
- Outstanding communication skills that go beyond “tech talk” – the ability to translate complex IT matters to those without an IT background
- A credible and established expert with good commercial and operational acumen, who is able to demonstrate extensive knowledge and hands-on experience in building strong relationships, including third parties.

Desirable

- Experience gained in a Retail IT environment
- Containerisation experience

Version	Created/updated by	Date
1.0	Alex Bowles	Feb 2024

The table below shows technology accountabilities for each product. The successful candidate would be

expected to take on accountability for multiple vendor contracts and services which will be aligned and/or consuming multiple technologies. The successful candidate will have a strong working knowledge of multiple technologies and be capable of developing knowledge in others as necessitated by the Partnership.

Networks

Product Owner accountable for key technologies in the data centre & distributed networks:

- SDWAN
- Internet Proxy
- PCI
- VPN
- Software Defined Networking
- Firewalls
- Loadbalancing
- Cloud Networking Technologies
- Voice
- NSX-T
- WAN / LAN
- DWDM
- DWDM
- MPLS
- DMZ

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

Partnership Level: 6 Manager's Partnership level: 5
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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