Job title: Product Manager

Core information

Location: London head office ˅	**Lines of business or shared capability area:** Financial Services
Reports to: Group Product Lead	
People Management: Yes ˅ **Assignment Management:** No ˅	
Partnership Level: Partnership level 6 ˅	**Manager's Partnership level:** Partnership level 5 ˅
Number of direct reports: 1-2	**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 a Product Manager you will be responsible for maximising the customer value of the Product, minimising risk and helping build agility into the process. You will be the subject matter expert within your assigned Product team, representing the voice of the customer, partner and business stakeholders and developing deep empathy within a complex and rapidly changing environment.

You will be expected to own, prioritise and manage the Product, ensuring it champions the customer and represents partners and business goals. Your decisions will be visible through the content and order of a clear and transparent Product Backlog and roadmap, designed to best achieve the goals and mission of your Product.

You will be an excellent communicator and able to work collaboratively with stakeholders from diverse backgrounds, providing regular and timely communication about the plan, releases and ensuring the successful delivery of value during each iteration. Developing rapport and trust with business owners, key stakeholders and a highly technical Development team will be key to your success.

Primary Outcomes & Accountabilities	Measures of success

Create an inspiring vision for the Product outcome and drive innovation using industry, customer and business insights that supports the broader strategy and vision for Product development.

Set clear and stretching objectives and key results (OKRs) to track the desired Product outcomes.

Build, own and manage a Product Backlog that is visible, transparent, and clear to all and shows what the Development team will work on next, providing clarity on the value it will deliver and alignment to the overall objectives and key results (OKRs).

Write requirements and ensure that the Development team has an adequate quantity and quality of stories ready for each Sprint.

Lead in the creation of functional and nonfunctional requirements in collaboration with Product Leads and Development teams.

Deliver effective and timely communication of your Product roadmap.

Effectively manage, engage and work collaboratively with stakeholders, ensuring they are aligned behind the products goals and kept up to date with progress.

Work collaboratively with a range of technical and non-technical business stakeholders and thus must show high emotional IQ and be excellent at stakeholder management.

Use insight, data and analytics to identify opportunities to continually improve and iterate the Product.

Prove out value of new products and features by designing and running experiments (e.g. A/B, MVT, fake door, etc.) in collaboration with our Data/Experimentation teams

Continually manage the effectiveness of the Product and ensure a balance of tech and design debt alongside customer and commercial value.

Manage scope and track progress of releases, ensuring features are handed over to end users effectively and impact of development effort is understood.

Participate and contribute to the Product Management community of practice, looking for ways to continually improve both as an individual and a collective.

Act as a role model for the Product Management discipline and take responsibility for mentoring and support all members of the team.

Act in accordance with the Partnership's purpose and democratic principles, constructively participating in co-ownership, and demonstrating to customers and each other that it is a better way of doing business. Share your knowledge, experiences, ideas and opinion to improve the Partnership, speaking honestly and frequently.

Invest in your personal and professional development to achieve your potential, by doing more, doing better, or doing different. Continuously engage with and actively

Visible, transparent and clearly prioritised Product Backlog.

Optimising the value of the work the Development team performs.

Quickest time to market delivery with the best quality possible.

Delivery of Customer and Business value against set targets.

Clear outcome driven Product Roadmap.

Stakeholder Management.

contribute to your Profession.

Take responsibility for actively engaging with change.

Skills
- Task Prioritisation   - Decision Making   - Customer Centricity   - Commerciality   - Action Orientated   - Analytical

Qualifications & Experience (where applicable)

Essential

- Experience leading others within a Product team using an Agile development methodology (such as SCRUM or Kanban).
- Able to solve complex problems and take a new perspective on existing solutions.
- Proven ability to respond to and prioritise changing demands effectively.
- Ability to balance multiple priorities, stakeholders and timelines.
- Making data oriented decisions.

Desirable

- Experience of defining and delivering Minimum Viable Products, running A/B tests

Version	Created/updated by	Date
1.0	Mark Anderson	7 May 2024
2.0	Ollie Killinger	24 Jan 2025