

## Commercial Manager (FS)

<b>Location:</b> London campus, with expectation to travel to other locations as the role requires	
<b>Reports to:</b> Commercial Lead	
<b>John Lewis Partnership overview:</b> <p>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 &amp; Partners and Waitrose &amp; 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:</p> <ol style="list-style-type: none"><li>1. DO RIGHT - We act with integrity and use our judgement to do the right thing</li><li>2. WE NOT ME - When we work together, anything is possible</li><li>3. BE YOURSELF. ALWAYS - We're quirky, proud and at our best when we're free to be ourselves</li><li>4. ALL OR NOTHING - We put everything we have into everything we do</li><li>5. GIVE MORE THAN YOU TAKE - We all put more in so everyone gets more out</li></ol>	
<b>Purpose:</b> <p>As a leader in our business your number one focus is to challenge and empower your teams and others to create more value for our customers and our business.</p> <p>To support the delivery and ambitions of the multi-channel commercial strategy, working with Third Party providers and internal Professions. Managing elements of the product lifecycle to deliver maximum customer value in line with the strategy and operational plan</p> <p>You will have the opportunity to develop and stretch personally and professionally to achieve your potential.</p>	
<b>Primary accountabilities and deliverables</b> <ul style="list-style-type: none"><li>• Empower and support Partners through a team of managers to make decisions and resolve challenges.</li><li>• Enable Partners to have a voice in our business.</li><li>• Invest in your personal and professional development, acting as a role model for all Partners.</li><li>• Leverage insight and internal and external networks to keep abreast of key customer requirements, market conditions and trends, including technological advancements.</li><li>• Own business processes, frameworks and tools within your area, continuously improving them to drive efficiency and effectiveness.</li><li>• Assist in planning, analysing and delivering product developments to maximise value through New Business and In Life activity</li><li>• Owning elements of the product life cycle and mix to maximise customer value and returns</li><li>• Manage and deliver projects as assigned by the Senior</li></ul>	<b>Measures of success:</b> <p>Success in the Partnership is measured by the Integrated Objectives. These lay out our ambitions in <b>Partner, Customer, Profit and Power</b>.</p> <p>On an annual basis medium term objectives will be set &amp; reviewed to enable the Partnership to deliver on these ambitions. As a leader in the Partnership, you will be accountable for delivering on these objectives and also for determining &amp; realising more 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.</p> <p>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.</p> <p>Additionally, you will be accountable for key metrics and measures on an ongoing basis to track business</p>

<p>Commercial Manager ensuring delivery in line with the critical path</p> <ul style="list-style-type: none"><li>• Undertake analysis and deliver recommendations for product enhancements which drive competitive position, customer satisfaction and profit based on sound industry and market research</li><li>• Responsible for compliance with John Lewis policies &amp; procedures within the legal and regulatory framework</li></ul>	success in support of the overarching strategy.
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Skills	
Commerciality	Ability to understand the nature of how the product works through a P&L and customer lens, learning to make good decisions on continuously improving the commercials for the product
Learning Agility	The market is fast-paced, with technology and customer needs continuously evolving. It will be important to both learn / fail / succeed at pace, adapting and learning from the experiences. Taking responsibility to look for new and relevant tools / learning methods to continue to enhance skills.
Customer-Centric Mindset	Ensuring that our thinking and decisions focus on the customer being at the heart of everything that we do. Ensuring the products are solving for customer needs, and delivering great customer service.
Stakeholder Management	Build and manage sustainable relationships within the Partnership and externally, which enable the customer and product development. Ability to work collaboratively is key, and using collective resources to bring ideas, opportunities, solutions to the table.
Digital Awareness	Given the continued rise in Digital and following the covid impacts, it is important that there is a good awareness of digital and social channels and technologies, and an enthusiasm to learn more about the required skills in this area.

**The six Assessment Criteria for Resourcing most relevant to this role are:**

**Choose another four assessment criteria from those linked [here](#)**

- Empowered Partner (all Partners)
- Customer & Performance Focus (all Partners)
- Planning and Delivering Excellence
- Collaborating and Supporting
- Applying Insight and Analytics
- Agility and Resilience

**Essential qualifications / experience:**

- Numerate

- Experience of data analysis and making recommendations
- Financial Services Product Management experience
- Experience of working within a complex matrixed environment
- Good communication skills
- Negotiation and influencing skills

**Partnership Level: L7****Manager's Partnership level:****Number of direct reports: 0****Partnership level(s) of direct reports: N/A****Vetting required? (Yes or No)**

- No

**Version control**

Version	Created/updated by	Date
1.0	Mat Shepherd	21 July 2020
1.1	Carolyn Ringer	22 July 2020
1.2	Ali Berryman	23 March 2021