

Diversity & Inclusion Manager (Projects & Communities)

Core information

Location: London/Bracknell	Profession: People
Reports to: Diversity and Inclusion Lead	
People Management: Yes Assignment Management: No	
Partnership Level: Partnership level 6	Manager's Partnership level: Partnership level 5
Number of direct reports: 2	Partnership level(s) of direct reports: Partnership Level 7

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 manager in the Diversity and Inclusion team, your role is to ensure equality, diversity, and inclusivity are integral and realised, and that tangible progress is being made towards our overarching strategy and ambition to be the UK's most inclusive business.

Your role is critical in enabling the business to establish and maintain systemic infrastructure that fosters accountability. You will directly manage the development and implementation of the diversity and inclusion frameworks, ensuring operational effectiveness and compliance with our D&I standards and policies.

You will be experienced in building organisational cultures where inclusion can thrive. Particularly when it comes to leading the communities that help to foster an inclusive environment, e.g. Partnership Networks, Inclusion Committee etc.

You will bring a flexible and agile approach to working, personal resilience and the ability to quickly react to the changing legislative and cultural landscapes, using your understanding of employment law, the equality act and key external networks to determine and prioritise the solutions that ensure we meet our objectives.

You will work as part of a matrix team to support the business in delivering on its People objectives

Primary Outcomes & Accountabilities

- Contribute to ensure the delivery of the Diversity & Inclusion plan by understanding the needs, prioritising them and leading relevant work. You will be active in personally delivering elements of the work and will need to ensure appropriate and timely project management and engagement with internal stakeholders.
- Monitor and evaluate progress against our strategic ambitions across the whole set of Diversity and Inclusion priorities. Working alongside the relevant data and insight teams to interpret and deliver data led propositions.
- Identify and deliver impactful ways of sharing information about D&I that increase understanding, drive engagement and action in equality, diversity and inclusion in the Partnership. Communicate progress on diversity and inclusion through internal and external channels.
- Be the business expert on diversity & inclusion.
- Be accountable for ensuring the integrity and compliance of activities and initiatives that work to support our ambition to be Britain's most inclusive business.
- Keep abreast of developments nationally and internationally in equality, diversity and inclusion issues and apply this knowledge to delivering our D&I ambition, implementing new ideas with innovation, creativity and best practice in mind.
- Provide specialist advisory and consultancy support working with a range of internal and external stakeholders to ensure Diversity and inclusion activities comply with current and emerging legislation and research.
- Own business processes, frameworks and tools within your area, continuously improving them to drive efficiency and effectiveness, embracing agile working practices and demonstrating a flexible approach to working.
- Support your lead and peers to develop the skills and capability of Partners, facilitating discussion and challenging others to build leadership and organisational capability.
- Manage all diversity and inclusion correspondence on a daily basis, adhering to constitutional timeframes, building trust through transparent, clear and engaging communication.
- Provide specialist advisory and consultancy support, working with a range of internal and external stakeholders to ensure diversity and inclusion activities comply with current and emerging legislation and research. With the ability to react to changing legislation efficiently.

Projects

- Lead and deliver impactful D&I initiatives that advance inclusion across leadership, progression, and accessibility, managing budgets, resources, timelines, and evaluation to ensure measurable results.
- Translate strategy into action by collaborating with data and insight, HR, Learning, and Talent teams to embed inclusion in policies, systems, and Partner experiences, ensuring accountability and continuous improvement.
- Provide expert D&I guidance to project sponsors and business leads, leveraging insights, emerging trends, and Equality Act compliance to shape innovative, evidence-based inclusion projects.
- Effectively manage risk and provide advice and support to project leads through the delivery and management of the Equality Impact

Measures of Success

- Successful and timely delivery of inclusion projects with clear KPIs achieved.
- Evidence of alignment between inclusion projects, community activity, and business strategy.
- Positive feedback and measurable impact from Networks, Forums, and Inclusion Committee activity.
- Demonstrated development, engagement, and performance of D&I Specialists.
- Increased diversity and inclusion engagement through internal and external channels.
- Timely delivery of D&I correspondence.
- Partnership Network management and engagement.

Assessment process.

Communities

- Lead and strengthen governance and collaboration across Partnership Networks, Forums, the Inclusion Committee, and related groups, driving a one-team ethos, shared goals, and effective cross-network working.
- Build capability and impact by developing frameworks, policies, and tools; coaching community leads; and ensuring initiatives are data-informed, intersectional, and aligned with business priorities and legal compliance.
- Drive performance and accountability through annual reviews, budget and sponsorship oversight, and regular forums to share learning, celebrate success, and amplify diverse voices across the business.
- Work with Network Leads to establish and create meaningful plans that align to the Diversity & Inclusion Strategy outcomes, supports our scorecard targets and drives Partner engagement.

People Management

- Lead, coach, and develop two D&I Specialists by setting clear objectives, providing direction and feedback, and fostering a culture of accountability, collaboration, and continuous learning.
- Model inclusive leadership and psychological safety to create a supportive environment where every team member feels valued, empowered, and able to perform at their best.
- Ensure effective delivery and resourcing through careful management of project workloads, appropriate outsourcing, and ongoing professional development opportunities.
- Provide development to project owners and key stakeholders, ensuring skills and resources to embed D&I requirements, and are fully accountable for achieving measurable, inclusive outcomes for both Partners and Customers.

Personal Development

- Role model the Partnership Behaviours and proactively invest in your own continuous professional development, both technically and personally. Drive your own contribution conversations and set and review your development goals regularly. Participate in the Partnership's democratic channels and encourage others to do so.

Skills	
Project Management	Project Planning including budget and resource capability. Create structured framework to monitor and report on ROI Track project progress, monitor key milestones, and report regularly on status, risks, quality, and budget to senior management and stakeholders.
Critical Thinking	The ability to analyse and evaluate information objectively to form judgments and make decisions based on logic and evidence. Critical thinking aims to move beyond simple recall and memory to a deeper understanding and application of knowledge
Prioritisation	Ensuring the most valuable projects are prioritised with visibility of critical path and dependencies.
Situational decision making	Making effective and pragmatic decisions based on the specific situation or context. Applying agreed procedures and policies, identifying options, adapting to changing circumstances, and evaluating the impact of decisions
Storytelling with Data	Understanding and interpreting data, distilling and visualising insights in a cohesive, compelling story
Ethical practice	Building trust by role-modelling ethical behaviour and applying principles and values consistently in decision-making. Considering the impact of decisions, being transparent, acting with integrity, and taking responsibility for actions
Communication (Verbal and written)	Ability to effectively convey and receive information, ideas, and emotions through spoken and written means, tailoring the message and medium to diverse audiences within an organisational context, while ensuring clarity, professionalism, and cultural sensitivity.
Emotional intelligence	Awareness of self and others, empathy and the ability to act on that awareness. Effective conflict resolution Demonstrate cultural competency through behaviours and actions
Business Partnering	Ability to build and maintain strategic relationships with stakeholders, between different functions or departments across the Partnership, or with third parties, to align objectives, share expertise, and collaborate effectively to drive business performance and achieve mutual goals
Equality, diversity and inclusion skills	Creating an inclusive Partnership culture where individuals can thrive. Understanding communities and society, workforce representation, meaningful EDI information, systematic bias and inequality, EDI issues, building capability, accountability, trust and transparency, EDI legislation, and EDI reporting.

Experience / Demonstrated capability

Essential:

- Familiarity with Employee/Staff Network management and/or inclusive recruitment practices.
- Significant experience in diversity, equity & inclusion, ideally in a large corporate or commercial environment.
- Strong knowledge of D&I best practices, legislation and current trends.
- Excellent stakeholder-management and influencing skills, including experience presenting to senior leadership.
- Demonstrable ability to translate data and insights into actionable D&I interventions.
- Project management experience, able to lead multiple initiatives simultaneously, deliver on time and within scope.
- Excellent communication skills (written and verbal), comfortable influencing at all levels.
- Strong analytical mindset; able to interpret and act on quantitative and qualitative data.

Desirable:

- Degree in HR, Business, Psychology, Social Sciences or related field.
- Experience in designing and delivering D&I training and capability-building programmes.
- Experience with external benchmarking (e.g., workplace equality indices) and managing external partnerships.
- Proven experience managing budgets effectively, including forecasting, cost control, and value-for-money delivery across D&I programmes and initiatives.

Version	Created/updated by	Date
V1	Ceira Thom	17.06.2025
V2	Leona Smith	05.11.2025