

## People Partner

### Core information

<b>Location:</b> London head office ▾ Bracknell head office ▾	<b>Lines of business or shared capability area:</b> People
<b>Reports to:</b> Senior People Partner	
<b>People Management:</b> No ▾	
<b>Assignment Management:</b> Yes ▾	
<b>Partnership Level:</b> Partnership level 6 ▾	<b>Manager's Partnership level:</b> Partnership level 5 ▾
<b>Number of direct reports:</b> NIL	<b>Partnership level(s) of direct reports:</b> 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 and Waitrose, 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 People Partner at the John Lewis Partnership, you will act as trusted advisor to senior leaders at Levels 3 and/or 4 and their direct reports (as applicable). You will provide strategic coaching and support to maximise individual and team performance, ensuring that all people activity is aligned to the overarching people strategy that supports the business plan and objectives. You will also support the effective execution of the Partnership People Plan, relevant to your business or shared capability area, by fostering an inclusive, empowering and collaborative culture and ensuring that People are aligned with the Partnership's broader goals

Working in collaboration with the relevant Senior People Partner and Centres of Expertise (CoE) you will be integral to ensuring that the business has the right talent, in the right place and at the right time enabling a high-performing culture. . You will play a pivotal role in supporting the business's growth and success through effective talent, succession and performance management, leadership development and efficient change management.

### Primary Outcomes & Accountabilities

### Measures of success



#### Strategic Business Partnering

- Be a trusted advisor to senior leadership (L3 and/or L4) and their teams, coaching and supporting them to optimise individual and team performance.
- Ensure alignment between the business strategy and people-related initiatives, focusing on the delivery of the People Plan and broader organisational goals.
- Co-own the change agenda, working closely with leadership to ensure smooth transitions and the effective implementation of people-related changes.

#### People Plan Execution

- Partner with business leaders to ensure effective delivery of strategic people outcomes, helping to identify key priorities and interventions that align with business goals.
- Champion the People Plan across the business, ensuring key initiatives (e.g., talent management, D&I, leadership development) are effectively executed, (including appropriate pan-partnership initiatives).

#### Workforce Planning & Talent

- Support and facilitate talent management processes, including talent identification, performance management, and succession planning.
- Support leadership development programs and initiatives that drive growth, enhance leadership capabilities, and improve employee engagement.
- Diagnose and scope people change initiatives, identifying areas for development and recommending solutions that support business transformation and growth.
- Support the business in fostering a diverse, equitable, and inclusive culture through programs, policy development, and awareness-building activities.

#### Collaboration & Capability

- Collaborate with the Demand & Capacity Planning team to assess and determine resource allocation, ensuring that the business has the right people capabilities to deliver on business objectives.
- Partner with People Centres of Expertise (CoEs) to:
  - Support L4 and L5 (by exception) recruitment strategies
  - Navigate complex employee relations (ER) issues
  - Address future capability and succession requirements
- Ensure the business area has the right people

- Effective delivery of the People Plan aligned to business outcomes
- Positive impact on leadership effectiveness and team performance
- Improved talent pipeline and succession readiness
- Proactive workforce planning and resource alignment
- Enhanced employee engagement and inclusion metrics

<p>capabilities, structured in the most effective way to deliver strategic outcomes.</p> <p>Personal Development</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Participate in the Partnership’s democratic channels and encourage others to do so.</li> </ul>	
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<b>Skills</b>	
Strategic Thinking	Ability to see the big picture, align strategy with business goals, and anticipate future workforce needs. Skilled in navigating complexity, identifying long-term trends, and driving innovation within propositions.
Business and Commercial Acumen	Deep understanding of how functional areas contribute to business performance. Ability to manage budgets, interpret data and metrics, and make commercially sound decisions that align with the Partnership’s purpose.
Change Leadership	Skilled in leading and embedding change, especially in times of transformation. Able to build momentum, engage stakeholders, and overcome resistance while staying aligned to values and strategy.
Influencing and Stakeholder Management	Strong ability to influence at senior levels, including the Executive Team, democratic forums, and wider business stakeholders. Capable of managing complex relationships and building trust across diverse groups.
Communication and Engagement	Excellent communicator, both verbally and in writing, with the ability to translate complex concepts into compelling narratives. Skilled in building employee engagement through transparency, storytelling, and shared purpose.
Demand & Capacity Management	Apply practices and disciplines to forecast and balance demand for resource with available capacity to ensure efficient operations and seek solutions to optimise capacity of resource to meet business needs/demand.
Continuous Improvement	Identifies areas for enhancement and implement strategies to increase efficiency and effectiveness in processes and systems.
Organisational Effectiveness	Ability to assess and improve the overall performance and productivity of an organisation.
Talent / Succession Planning	Maximising Partner potential through talent identification, engagement, and planning. Defining, developing, and retaining talent at individual and group levels and creating diverse talent pools. Building external talent pipelines through suppliers and partnerships. Creating and managing career pathways and development programmes, using them to progress talent and ensuring they deliver value for the Partnership. Develops best practice frameworks to support leaders to proactively plan succession for key roles.
Data fluency	Analysing and interpreting data to provide insight and inform decision making.

HR Generalist Knowledge	Comprehensive understanding of HR lifecycles and processes, kept up to date with external insight.
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<b>Qualifications &amp; Experience (where applicable)</b>
<p>Essential</p> <ul style="list-style-type: none"> <li>● Proven experience in an HR Business Partner role, with a track record of supporting senior leadership teams and driving people initiatives in a complex, fast-paced environment.</li> <li>● Strong knowledge of talent and performance management, leadership development, and change management.</li> <li>● Experience collaborating with People CoEs, especially in recruitment, Employee Relations, and learning &amp; development.</li> <li>● Strong understanding of Diversity &amp; Inclusion principles and experience implementing D&amp;I strategies in a business context.</li> <li>● Expertise in change management and driving People related change</li> </ul>
<p>Desirable</p> <ul style="list-style-type: none"> <li>● Relevant HR qualifications (CIPD or equivalent) preferred.</li> </ul>

Version	Created/updated by	Date
v0.1	Sinead Gale	June 2025
v0.2	Matthew Blake	June 2025
v0.3	Sinead Gale	June 2025