

Job title: Reward Manager

Core information

Location: Bracknell/ London Head office	Profession: People
Reports to: Reward 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: L7

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

- **Designing and developing reward solutions:** Accountable for developing, designing, evaluating, and assuring reward solutions/propositions (compensation and recognition) across the Partnership. Presents logical and coherent proposals and recommendations.
- **Subject matter expertise:** Actively seeking and applying external reward insight and best practice, as well as an understanding of the internal Partner experience, to inform the development and design of the total reward proposition.
- **Assurance and governance:** Ensures reward propositions are fit for purpose, and compliant in line with both internal governance frameworks and broader legal considerations and are providing appropriate value to the organisation, identifying any changes that are required.
- **Strong technical reward and analytical skills:** including data modelling and interpretation, job sizing and benchmarking, compensation and recognition proposition design and relevant compliance and regulatory knowledge
- **Process ownership:** Leads the delivery of large BAU compensation processes, including the annual pay review process, and smaller discrete projects, ensuring the design and assurance of these propositions.
- **Continuous improvement:** Drives continuous improvement activity, identifying risks, opportunities, and areas that should stop, start, and continue, to enhance the design and delivery of both the reward proposition and team ways of working.
- **Collaboration and stakeholder management:** Proactively collaborates with Partners across the People function and other subject matter experts (eg Ecosystems, People Experience, Pay Compliance) and through Business Partners to ensure the total reward proposition is integrated, coherent, and assured in alignment with other aspects of the People strategy and experience.



- **People Management:** Responsible for managing Reward Specialists building effective teams, providing people manager support and directing workflow, responsible for developing the appropriate induction and training requirements for successful reward specialists.
- **Query Escalation Management:** Acts as a point of escalation for queries from Reward Specialists, Business Partners or the wider People team, particularly in relation to the design, evaluation, and assurance of reward propositions.
- **Working under pressure:** Handles complex and sensitive matters effectively and at pace.
- **Supports Executive Team and Partnership Board submissions:** Supports Reward Leads with the creation of written submissions for cyclical and new propositional work
- **Communication and Presentation Skills:** Leads briefings in relation to pay alongside business partners or reward leads for business areas and/or for democracy, communicating the design and rationale of reward propositions.
- **Professional Development:** Attends relevant external forums and networks to support continuous professional development and bring new insights to the Partnership

Primary Outcomes & Accountabilities

Reward Proposition Development & Assurance:

- Lead the development and implementation of reward propositions/cyclical activity from proposal through to delivery, leveraging data analytics and technical expertise.
- Establish robust metrics and data analysis techniques to evaluate proposition impact and ROI.
- Conduct relevant risk and assurance processes for reward propositions.

Leadership & Management of Reward Specialists:

- Provide leadership and direction to Reward Specialists, building effective teams, fostering the development of their technical and analytical skills.
- Champion continuous learning and development through effective coaching.
- Initiate and drive meaningful contribution conversations, fostering a high-performance culture.
- Act as an escalation point for Reward Specialists, providing expert guidance and resolution.

Team workflow and capacity management:

- Establish a clear approach to managing work requests, resolving any resourcing issues and escalating challenges where required
- Track team resource availability across the year and provide input into wider People Function discussions

Continuous Improvement & Innovation:

- Champion the continuous optimisation of reward propositions, leveraging data analytics, statistical modelling, and emerging technologies.
- Cultivate and leverage external networks to identify

Measures of success

Partner Perception: Reward score in Partner Survey (PS), assessed year-on-year.

Team Engagement: Engagement score for the Reward team.

Stakeholder Satisfaction: Average satisfaction score from internal stakeholders on reward initiatives and other end-user feedback.

Engagement: Participation rates in reward-related training or communication sessions.

Simplification: Evidence of simplification / process improvement that reduces workload, cost or improves the Partner experience.

Risks: Active management of risks and issues and appropriate escalation where required.

Team: All Partners have regular check-ins with aligned goals and appropriate contribution conversations

<p>best practices and emerging trends in reward technology, data science, and analytics.</p> <ul style="list-style-type: none"> • Collaborate with Reward Leads to enhance team capabilities in technical reward skills and drive collective growth. <p>Personal Growth & Partnership Contribution:</p> <ul style="list-style-type: none"> • Act as a role model, embodying the Partnership's values and behaviours, with a strong focus on data-driven decision making and technical proficiency. • Actively pursue professional development opportunities to enhance expertise in reward, data skills and leadership skills. • Actively participate in democratic channels, contributing to the broader success and governance of the Partnership through informed, data-backed insights. • As part of the Reward & Policy team, builds knowledge of other areas of reward specialism and uses this knowledge to think holistically about how we build a compelling, integrated reward offer. 	
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Skills	
Proposition Design, Delivery and Management	Develops appropriate propositions to address business problems, cyclical activities, or enhance existing offerings. Manages the proposition work plan, adapting to changes in requirements, delivery dates, and priorities.
Data Analysis	Able to undertake complex data analysis and interpretation skills to effectively design, evaluate, and assure reward solutions. This includes proficiency in data modelling, job sizing, and benchmarking, alongside the ability to interpret intricate compensation and recognition data. These skills are crucial for ensuring the total reward proposition is competitive, compliant, achieving its aims and contributes to the Partnership's strategic objectives.
Commerciality	Possesses a deep understanding of the retail sector, its competitive landscape, and influencing factors. This knowledge is vital for creating effective reward solutions within the Partnership's unique business model. Applies this understanding to inform decisions, manage risks, ensure legal compliance, and support project planning. Specifically, utilises this understanding in designing, implementing, and communicating reward strategies, ensuring alignment with market trends, legal compliance, and business goals.
Critical thinking	Interprets reward data and information to develop well-reasoned arguments for strategic reward decisions, readily drawing on evidence to justify a chosen course of action. Can think clearly when presented with multiple pieces of reward information and gets to the nub of an issue in order to make a well-informed judgement.
Influencing decisions	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 a positive

	outcome. Is prepared to adapt communication style to each situation and has the best interest of the Partnership at the forefront of all interactions.
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Qualifications & Experience (where applicable)

Essential

- Deep understanding of reward strategies and experience of developing reward propositions
- Strong knowledge of the market and the ability to analyse and synthesise relevance for the Partnership
- Experience in managing stakeholder relationships
- Strong data analysis and interpretation skills
- Experience leading a team
- Experience of managing an annual compensation review process
- Experience of developing proposals and paper writing

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VI.0	<i>Jodie Stopforth & Gemma Johns</i>	<i>04/08/2025</i>