

Reward Lead

Core information

Location: Bracknell/London	Profession: People
Reports to: Head of Reward	
People Management: Yes ▾ Assignment Management: Yes ▾	
Partnership Level: Partnership level 5	Manager's Partnership level: Partnership level 4
Number of direct reports: Flexible as required	Partnership level(s) of direct reports: L6 & 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 & 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

- This role leads the **design and development of reward and recognition propositions**, ensuring alignment with the Partnership's purpose, plan and the overarching People strategy. You'll deliver high-quality outcomes within agreed timescales and to industry-leading standards.
- You'll act as a **trusted strategic Reward advisor**, building strong relationships and managing key stakeholders across specific business areas, responsible for reward frameworks for PL10-PL5. This requires developing a **deep understanding of the business** to inform and shape strategic reward solutions that support objectives while effectively managing cost, risk, and overall impact across the Partnership.
- You'll be accountable for building an effective team of Reward Managers and Specialists, to deliver high quality outcomes for the Partnership ensuring continued professional development of the team
- Collaborating closely with Reward & Policy team colleagues, you'll ensure solutions align with the Reward, People and business strategies, acting as a **point of escalation for reward matters**. You'll be accountable for embedding **robust risk and assurance frameworks** within all reward processes and propositions.
- This position demands excellent **relationship-building skills, highly developed numerical and analytical abilities, a creative problem-solving mindset, and subject matter expertise in reward**. A passion for **leading and developing the capabilities of the Reward team** for long-term success is also essential.

Primary Outcomes & Accountabilities

- **Partnership Leadership & Culture:**
 - Act in accordance with the Partnership's purpose and democratic principles, constructively participating in co-ownership and demonstrating a superior way of doing business. Share knowledge, experiences, ideas, and opinions honestly and frequently to improve the Partnership.
 - Play an active role in the leadership of the broader People function and as a critical member of the senior People leadership team.
 - Create the conditions for all Partners to thrive, contribute fully, and achieve their potential, ensuring Partner opinions are heard and acted upon.
 - Champion diversity, equity, and inclusion, ensuring all Partners feel valued, respected, and have equal opportunities to succeed. Appreciate the value of diverse life experiences to the Partnership and how they enhance unbiased and smarter decision-making.
 - Establish the team tone, context, and outcomes with a focus on the customer's voice.
- **Reward Strategy & Design Leadership:**
 - Lead the design and development of reward and recognition propositions, aligning them with the Partnership's purpose and contributing to the overarching People strategy.
 - Identify the impact of the Partnership plan and People strategy on reward and recognition, developing a responsive workplan.
 - Propose and develop reward and recognition strategies, addressing gaps and opportunities, and managing the delivery plan within governance processes.
 - Help to shape the reward strategy and subsequent workplan, considering all relevant external and internal context
 - Act as a compensation subject matter expert, providing insights for senior-level discussions and contributing to an integrated People strategy.
- **Reward Business Partnering & Stakeholder Engagement:**
 - Act as the Reward expert for your specific business area (PL10-PL5), maintaining a deep understanding of client groups' reward needs to inform strategic solutions.
 - Effectively engage stakeholders across the organisation, fostering cross-functional collaboration and championing propositions with senior teams to advocate for change.
 - Act as the SME escalation point for complex reward

Measures of Success

- **Partner Perception:** Reward score in Partner Survey (PS), assessed year-on-year.
- **Team Engagement:** Engagement score for the Reward team.
- **Strategic Ambition:** Progression towards achieving our overarching pay ambition/strategy, tracked against a defined roadmap with quarterly milestones.
- **Stakeholder Satisfaction:** Average satisfaction score from internal stakeholders on reward initiatives.
- **Market Competitiveness:** Benchmarking data on pay and benefits compared to competitors, reflecting total reward package against industry.
- **Compensation-Related Turnover:** Voluntary turnover rates attributed to compensation.
- **Program Engagement:** Participation rates in reward-related training or communication sessions.
- **Program Effectiveness:** Return on Investment (ROI) for new reward programs, assessed within 18 months of program launch.
- **Query Resolution Efficiency:** Average time to resolve pay-related queries.

<p>queries.</p> <ul style="list-style-type: none"> ○ Draft Executive/Board papers as needed. ○ Engage with democratic bodies. <ul style="list-style-type: none"> ● Risk Management & Compliance: <ul style="list-style-type: none"> ○ Accountable for embedding robust risk and assurance frameworks within all reward processes and propositions. ○ Stay abreast of legal and regulatory changes, collaborating with the Employment Legal Team to ensure compliance. ● Team Leadership & Talent Development: <ul style="list-style-type: none"> ○ Lead, inspire, and develop a team of reward professionals, setting strategic direction and prioritising their activities to ensure timely and high-quality outcomes. ○ Set clear team direction and outcomes, with a customer-centric approach, and ensure Partner opinions are heard and taken into consideration. ○ Foster a culture of continuous learning and development, supporting individual growth through coaching, mentoring, and opportunities for skill enhancement. ○ Proactively identify and nurture talent within the team, creating clear career pathways and development plans to enable progression. ○ Regularly provide constructive feedback and recognition to team members, fostering a high-performance environment built on trust and psychological safety. ○ Empower the team to take ownership and make decisions, encouraging initiative and innovative thinking. ● Market Insight & External Networking: <ul style="list-style-type: none"> ○ Utilise your external network to ensure the team proactively monitors and responds to market developments, building strong market knowledge. 	
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Skills	
Business and Commercial Acumen	Deep understanding of how functional areas contribute to business performance and goals. Ability to manage budgets, interpret data and metrics, and make commercially sound decisions that align with the Partnership's purpose.
Demand and 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.
Collaboration and Cross-Functional Leadership	Effective in working across functions, breaking down silos, and creating integrated solutions. Champions co-creation and shared ownership of outcomes.

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.
Leading High Performing Teams	Builds high performing capable teams through embracing diversity and creating a trust based environment. Empowers direct reports and the wider team to achieve success with a shared sense of purpose and clarity on team goals. Develops and implements robust strategies for team development, succession planning, and critical capability building across teams.
Risk Management	Demonstrates the ability to proactively identify, assess, and manage organisational risk and implement risk control practices to ensure compliance and inform decision making
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.
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.
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
Data Analysis	Analyses complex data objectively, identifies patterns, and uses findings to make credible recommendations for decision-making.

Experience / Demonstrated capability
<p>Essential</p> <ul style="list-style-type: none"> • Deep understanding of reward strategies and experience of developing reward propositions • Experience of managing an annual compensation review process • Experience leading a team • Good knowledge and understanding of the HR lifecycle • Proven experience of partnering senior stakeholders • Data and analytical skills

Version	Created/updated by	Date
VI.0	Gemma Johns/Jodie Stopforth	16/06/2025
VI.02	Gemma Johns/Jodie Stopforth	15/09/2025