

Job title: ENTERPRISE ARCHITECT(PL6 - John Lewis Financial Services)

Core information

Location: London head office ▾	Lines of business or shared capability area: John Lewis Money ▾
Reports to: Enterprise Architect, Shared Capabilities	
People Management: Yes ▾	
Assignment Management: Yes ▾	
Partnership Level: Partnership level 6 ▾	Manager's Partnership level: Partnership level 5 ▾
Number of direct reports: 1 - 3	Partnership level(s) of direct reports: Partnership level 6 ▾

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 (such as John Lewis Money).

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.

We believe the John Lewis Partnership (JLP) is a better way of doing business, and 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**.

About John Lewis Financial Services

John Lewis Financial Services (JLFS, trading under the external brand name of John Lewis Money) is an established retail consumer financial services provider, offering a variety of Insurance, Credit, and Banking products.

As an FCA Regulated Broker, JLFS works with market-leading 3rd party vendors to co-create highly curated products and services that resonate with the John Lewis Partnership brand, and which create close affinity to JLP retail.

The JLFS has historically operated a lean technology footprint; we are passionate about our core capabilities (such as marketing, our editorial content, and a number of application journeys) with the vendors responsible for the technology that supports customer onboarding and within-life product servicing. Vendor orchestration, and the provision of high quality data (for business intelligence, and operational processing) is of critical importance to the JLFS business outcome.

Moving forwards, the ongoing expansion of AI will dramatically change the consumer retail finance marketplace. Outcomes such as agentic-AI finance management tools require careful consideration, and will necessitate engagement across multiple internal and external stakeholders. Our "AI future" will likely shift the balance between the technology that JLFS owns vs. those outsourced to our vendor, with the JLFS Enterprise Architect playing a pivotal role in determining our forward looking strategy.

**Critical purpose of the role**

As a Partner, your primary focus is collaborating to drive tangible value for both our customers and our business. Within the Technology & Change operating model, the Architecture function acts as our strategic compass - identifying the technical capabilities required for the Partnership to successfully operate, adapt, and transform.

Reporting to the Enterprise Architect for Shared Capability (the former JLFS Domain Lead), you will benefit from a structured handover. You will be fully empowered to take ownership of the JLFS technology strategy, with support to help navigate the Partnership's federated matrix and vendor ecosystem as you establish yourself both within the role, and within the JLFS Technology Management community.

In this role you shall :

- **Design for Impact:** Architect design and support the implementation of sustainable, highly effective technology solutions that make a measurable difference to our business.
- **Guide Strategic Investments:** Act as a trusted technology advisor, defining the strategy, and validating technology investments to ensure that the ROI is sound and aligned with our broader enterprise strategy.
- **Enable Market Agility:** Help ensure JLP delivers on its strategic aims, and enable the Partnership to adapt and grow in a highly competitive landscape, staying ahead of rapidly evolving technology trends to deliver on our strategic aims.
- **Influence Highly Effective Technology Outcomes:** Guide technology outcomes within cross-functional teams, so as to maximise enterprise design value, while pragmatically balancing technology and information risk.
- **Collaborate for Success:** Work seamlessly alongside internal engineering colleagues and third-party SMEs, along with Product, Business & other relevant Partners to co-create scalable solutions and bridge the gap between architectural vision and pragmatic delivery.

You will have the opportunity to develop and stretch personally and professionally to achieve your potential.

Primary Outcomes & Accountabilities

- **As a co-owner, actively share the responsibilities of ownership and support Partners and colleagues to have a voice in our business.**
- **Strategic Direction & Guardrails:** Define architectural intent and technical guardrails to deliver business outcomes strictly aligned with Partnership and business area strategy, covering vendor, environmental, security, data, and technology considerations.
- **Capability Roadmapping & Value Realisation:** Own and maintain the capability maturity roadmaps for the Technology Reference Model. Effectively balance short-term, in-year benefits (like MVPs and test-and-learns) against long-term strategic capabilities, identifying transition states & dependencies to inform delivery plans..
- **Domain-Driven Design & Continuous Modeling:** Champion Domain-Driven Design (DDD) principles by continuously refining and improving our enterprise domain

Measures of success

Success in this role is driven by the Partnership's Business Strategy, Objectives and Key Results. Your performance will be evaluated on your ability to:

- **Deliver Strategic Outcomes:** Own and execute medium-term objectives that realise enterprise-level capabilities.
- **Establish Guardrails:** Set comprehensive technology guardrails encompassing vendor management, environmental impact, security, and data architecture.
- **Navigate Market Flux:** Maintain a proactive, technology-led response to Line Of Business strategies.
- **Empower Decision-Making:** Ensure technical decisions happen at the optimal level within the operating model by empowering your direct reports and driving alignment through targeted Objectives and Key Results (OKRs).

Sample of the OKRs one could expect to work towards :

- **Commercial Value & TCO Optimisation:** Achieving an optimal ratio between the Total Cost of Ownership (TCO) of the Line Of Business in your scope and the tangible value generated by delivering on



models. Work in close conjunction with relevant stakeholders, business area Partners, and Product teams to ensure our technical boundaries and architecture accurately reflect the evolving business landscape.

- **System Design & Reusable Patterns:** Accelerate delivery pace and ensure consistency by designing reusable technology implementation patterns. Ensure all system interfaces and dependencies are thoroughly understood, documented for impact, and maintained in the Partnership's Technology Reference Model.
- **Team Empowerment & Agility:** Embrace agile working principles to empower and support teams to make autonomous decisions at-pace and resolve challenges in line with the domain strategy.
- **Technology Governance:** Ensure technology decision making happens at the optimal point in the operating model through the influencing of key stakeholders. Optimise governance processes to balance Partnership and Regulatory decision processes whilst supporting pace of change and team autonomy.
- **Market Insight & Innovation:** Actively leverage internal and external networks to stay ahead of customer requirements, market conditions, and emerging technological advancements, feeding these insights directly into the enterprise's strategic thinking.
- **Continuous Growth & function Excellence:** Actively invest in your own personal and professional development while engaging deeply with the Architecture function to continuously improve its maturity, skills, and overall capabilities.

customer objectives.

- **Technical Debt Mitigation:** Driving a measurable, continuous reduction in technical debt to ensure the Line Of Business technology ecosystem remains sustainable, secure, and agile.
- **Operational Resilience:** Delivering quantifiable improvements in the operational stability, performance, and reliability of the Line Of Business ecosystem.
- **Strategic Alignment & Vision:** Establishing a clear, demonstrable Line of Business Strategy that maps seamlessly to both the business goals and the wider enterprise Technology Strategy.
- **Domain-Driven Architecture & Agility:** Demonstrable progress in embedding Domain-Driven Design (DDD) principles, evidenced by refined domain boundaries, a reduction in highly coupled cross-domain dependencies, and tighter alignment between business capabilities and the underlying technical architecture.
- **Corporate Memory & Leadership:** Ensuring the absolute accuracy and completeness of the Partnership's "Corporate Memory" (architectural documentation, system dependencies, and support artifacts), while demonstrating active co-ownership and development of your direct reports and fellow Partners.

Skills

- **Domain-Driven Design (DDD) & Systems Thinking:** Ability to translate business strategies into technical capabilities and development roadmaps. Ability to use DDD principles to draw clear boundaries, map business domains to system architectures, and design reusable integration patterns.
- **Commercial Acumen & FinOps:** Strong financial awareness to evaluate the Total Cost of Ownership against tangible customer value. Skill in validating the Return On Investment on large tech. investments and forecasting vendor demand.
- **Agile Roadmapping & Capability Planning:** Proficiency in building and maintaining capability maturity roadmaps. The ability to expertly balance short-term MVP (test-and-learn) delivery with long-term, multi-year strategic enterprise goals.
- **Active Empathy & Relationship Building:** Deep empathy towards internal Partners as well as external SMEs. The ability to understand the human impact of architectural changes, fostering a culture of mutual respect and psychological safety when navigating complex integrations or shifting team workflows.



- **Influence & Collaborative Leadership:** Ability to lead through influence rather than just authority. Skill in building consensus among diverse stakeholders, empowering engineering teams, and collaborating effectively with third-party SMEs.
- **Risk & Governance Management:** The ability to pragmatically define and enforce technology guardrails (spanning security, data, environments, and vendors) while actively managing technical debt and improving operational resilience.
- **Market Horizon Scanning:** A keen ability to leverage internal and external networks to stay ahead of rapid technology trends and market conditions, successfully feeding those insights back into the Partnership's strategic direction.
- **Team coaching & Recruitment:** Be known for coaching, developing, and supporting strong, capable, and empowered teams, including supporting the recruitment process when required.
- **Community Engagement:** Continuous promotion of Engineering and Architecture best practices through active community engagement.
- **Analytical & Adaptable:** Strong analytical and problem-solving skills to navigate fast-paced, ambiguous environments.
- **Resource Management:** Ability to maintain a comprehensive understanding of Architect and Engineering resource allocation, anticipating future needs and supporting colleagues when considering forward looking plans.

Qualifications & Experience (where applicable)

Essential

- **Regulated environment experience:** Deep architectural experience operating within highly regulated sectors. A strong understanding of industry best practice, and their impact on Enterprise Architecture, regarding technology governance, compliance and proactive risk management.
- **Collaboration in a matrix-managed environment:** Demonstrable experience of "influencing without authority" in a cross functional matrix environment.
- **Integration Expertise:** A strong track record of designing "Cloud-first" architectures and successfully integrating BPaaS/SaaS/COTS products in a highly regulated environment .
- **Domain-Driven Design (DDD):** Familiarity and hands-on experience with DDD principles to map business capabilities to technology ecosystems, ensuring a structured approach to defining domain boundaries and managing vendor integration complexity .
- **Stakeholder Influence & Empathy:** A history of influencing stakeholders at Senior Leadership levels on a major transformation or in an area with a high level of change.. Demonstrated ability to build deep, empathetic relationships with diverse stakeholders - ranging from senior leaders to hands-on engineering teams and third-party vendor SMEs.
- **Agile & Strategic Roadmapping:** Experience of working across the software development lifecycle, creating and maintaining technical roadmaps that successfully balance short-term MVP delivery with long-term strategic enterprise capabilities. Demonstrable experience guiding "build vs. buy" investment decisions.

Desirable

- **Retail Financial Services Experience:** Previous experience working within an FCA Certified Function in the consumer retail financial services environment.
- **Industry Certifications:** Relevant architectural or cloud certifications (e.g., TOGAF, AWS/GCP Certified Solutions Architect). Practical lived experience in modern enterprise environments is highly preferred over purely theoretical knowledge.
- **External Horizon Scanning:** Active participation in industry-relevant external technology networks, forums, or communities to bring fresh, outside-in thinking and market trends back into the business.
- **Vendor & Matrix Management:** Experience developing technology architectures across multiple third-party vendors, and influencing technology developments in a cross-functional matrix environment.

Version	Created/updated by	Date
DRAFT	Greg Lowes	18th June 2026



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