

Integrated Project Manager Level 7

Core information

Location: London head office ▾	Lines of business or shared capability area: Creative & Content
Reports to: Senior Integrated Project Manager	
People Management: No ▾	
Assignment Management: Yes ▾	
Partnership Level: Partnership level 7 ▾	Manager's Partnership level: Partnership level 6 ▾
Number of direct reports:	Partnership level(s) of direct reports:

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

The Integrated Project Manager is responsible for leading the end-to-end delivery of integrated campaigns, ensuring seamless coordination across creative, brand, digital, content, retail, and production teams. The role drives projects from brief through to launch, maintaining clear timelines, stakeholder alignment, and high-quality creative output while managing budgets, resources, delivery risks and supporting the Senior IPM. Acting as a central point of coordination, the role ensures teams remain aligned on priorities, processes are effectively implemented, and campaigns are delivered efficiently, on time, and within scope.



Primary Outcomes & Accountabilities	Measures of success
<u>Key Responsibilities:</u> Campaign & Project Management • Support end-to-end delivery of integrated campaigns, from initial brief through to final production and launch alongside other IPM's. • Lead fast turnaround projects from brief to delivery • Review briefs from marketing teams, ensuring clarity, completeness, and feasibility • Build and maintain detailed project plans and critical paths across all workstreams • Ensure all projects are delivered on time, within scope, and within budget Cross-Functional Coordination • Work closely with Brand, Creative, Content, Digital, Product, Retail, and external partners to align on deliverables • Define and manage channel-specific asset requirements across brand, social, ecommerce, and paid media • Maintain real-time visibility of project status for all stakeholders and leadership • Proactively identify risks, dependencies, and bottlenecks, and manage resolutions Creative Production Oversight	• Campaigns are delivered seamlessly from brief to launch with full stakeholder alignment • Creative output is delivered on time, on budget, and to a high standard • Teams are clear on priorities, timelines, and responsibilities at all times • Processes are efficient, scalable, and consistently adopted across the team • Risks and challenges are anticipated and resolved proactively



- Oversee the full lifecycle of asset production, including briefing, reviews, approvals, and final delivery
- Manage complex asset requirements such as versioning, and multi-format outputs
- Ensure timely and accurate inputs from stakeholders
- Structure and facilitate feedback loops to ensure clear, consolidated, and actionable input

Resource & Partner Management

- Coordinate internal creative resource allocation across design, copy, and content teams alongside Creative Resource Manager
- Manage external vendors, freelancers, and production partners

Process & Operations

- Maintain effective workflows, tools, and templates for project intake and delivery
- Support team operations including WIPs, stand-ups, review sessions, and status reporting
- Regular review of 3rd party suppliers

Budget Management

- Manage campaign and project budgets, including forecasting and spend tracking
- Support financial reconciliation and ensure accurate reporting across multiple projects



- Raise Purchase Orders and ensure suppliers are properly contracted and paid

Skills

- Proven experience as a Project Manager within an internal creative team or creative retail environment
- Strong understanding of integrated campaign delivery across brand, content, social, and ecommerce
- Experience managing asset production, including high-volume versioning and scaling
- Excellent critical path planning and project management skills
- Strong budget management and financial tracking experience
- Experience managing freelance talent and third-party vendors
- Highly organised with exceptional attention to detail and follow-through
- Able to manage multiple projects in a fast-paced environment
- Calm under pressure with strong problem-solving capabilities
- Proficiency in project management and creative tools

Customer Centricity	Puts every customer, both internal and external, at the heart of everything, and understands the Partnership ambition to offer differentiated service that is aligned to our Values. Understands that they are empowered to deliver incredible service for every type of customer with whom they interact and acts on this every time in every environment.
Agile Approach	Appreciates and embraces change, addressing ambiguous or uncertain situations directly; easily adapts to changing circumstances/demands and helps others to accept the unknown.
Action-oriented	Remains motivated and shows drive and determination to achieve success. Persists in the face of obstacles and overcomes any barriers that arise, focusing on solutions and not problems.
Creativity & Innovation	Steps back from the detail and views situations from a broad perspective in order to generate innovative solutions. Draws inspiration from a wide range of internal and external sources. Demonstrates a creative curiosity to deliver commercial solutions that delight the customer.
Able to work under pressure	Understands own emotional reaction to pressure and knows how to identify and use own coping outlets. Works to understand what is within control and what is not and practices acceptance of this. Prioritises and plans effectively and is realistic about what can be



	achieved to ensure that the most important and urgent activities are communicated and achieved.
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Qualifications & Experience (where applicable)
Essential Previous experience as a project manager in a production and creative environment Management of complex projects end to end. Strong budget management Line management or leadership qualities
Desirable • Google Platforms (Sheets, Docs, Slides) • Monday.com • Coupa, SAP, or experience with similar financial platform

Version	Created/updated by	Date
	Jennifer Kaplan-Ortiz	15/09/26