

Job title: Own Brand Systems Product Owner

Core information

Location: Bracknell head office ▾	Lines of business or shared capability area: Waitrose Commercial
Reports to: Own Brand Reporting Manager	
People Management: Yes ▾ Assignment Management: No ▾	
Partnership Level: Partnership level 7	Manager's Partnership level: Partnership level 6
Number of direct reports: 1 - 4	Partnership level(s) of direct reports: Partnership level 8 Partnership level 9 Partnership level 10

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 Product Owner, you will be responsible for the technical product ownership of the systems we use in Own Brand, including WPP and other key systems like BazaarVoice. You will lead cross-functional teams to deliver Partnership Data Products. You will own and deliver the Product strategy and Roadmap, delivering end value to the team.

You will manage third-party vendors and external stakeholders, delivering strategic technical priorities. This encompasses managing all elements of systems implementations including risk assessment, implementation of system updates, UAT, glossary management, and issue resolution. You will act as the primary link between the business and the Tech & Change (IT) programme, strategically managing data sources, governance, to resultantly deliver trustworthy data for reporting.

Excellent communication and engagement skills are required to connect departments beyond Own Brand into wider Commercial (WI) and the broader IT sphere as we link Own Brand systems into the Partnership Data Platform.

You will have people management responsibility for Own Brand Coordinators, ensuring they meet their accountabilities and performance KPIs. You will create the conditions for all Partners to thrive, make their best contribution and achieve their potential.



Primary Outcomes & Accountabilities

Technical Product Ownership & Delivery

- Own the end-to-end lifecycle of the product including the roadmap and delivery plan.
- Manage third-party data capture/service supplier relationships (vendor relationship management)
- Manage all elements of systems implementations, including risk assessment, system updates, UAT, and management of documentation.
- Identify, analyse, and document new business requirements for data processes and systems.
- Work in an agile framework to prioritise building new features, operational excellence, technical debt and more.

Systems Management

- Act as the primary link between the business and the Tech & Change (IT) programme.
- Drive cross-departmental engagement, linking Waitrose Own Brand with wider Commercial teams and IT spheres to successfully connect and manage our systems.
- Translate complex technical concepts into clear and concise language for both technical and non-technical audiences.
- Provide strategic user-focused data and insight to Own Brand leadership and stakeholders (Partners/suppliers) to enable data-driven decisions.

Partner

- Develops talent/capability, ensuring Partners are fulfilling their potential
- Define, actively manage and deliver a long term talent strategy for area of responsibility
- Develops objectives, manages EOY's, performance and recommends pay review, coaches / mentors on PDPs
- Manages pastoral care and drives team cohesion within a horizontal working structure

Measures of Success

Ownership of Systems

- Created a defined roadmap that is accessible and understood by all stakeholders.
- Manage the quarterly plan feeding into a prioritised and well maintained backlog for the team to deliver.
- Successful ongoing management of 3rd party systems into Own Brand.
- Alignment of Own Brand systems on wider Commercial / JLP roadmap.
- Clear demonstration of high quality documentation on system integration, data flows and lineage

Partner

- Sought and delivered Feedback for self and others;; immediate, planned 1 to 1s, 360 Degree, EOY conversations
- Completion of all Legal compliance documentation on Workday
- Quality & strength of talent pool; consistent line of communication to resource planning function, enabling succession planning and career development for Partners



Skills	
Technical Communication	Ability to translate complex technical concepts into clear and concise language for both technical and non-technical audiences
Continuous improvement (CI)	Consistently demonstrates a continuous improvement mindset
Outcome focus	Persists in the face of obstacles and overcomes barriers that arise, keeping focus on the desired outcome
Critical Thinking	Interprets evidence and information to develop well reasoned arguments for thinking and can readily draw on evidence to justify a chosen course of action. Can think clearly when presented with multiple pieces of information and gets to the nub of an issue in order to make a well informed judgement.
Influencing decisions and stakeholders	Works collaboratively through active listening and assertive communication to reach win-win outcomes. Adapts style to influence stakeholders and keeps Partnership interest as the forefront of decision making.

Qualifications & Experience (where applicable)
Essential • Deep knowledge and ability to define Product vision, roadmaps, backlogs that prioritise user needs and the meeting of business goals. • Excellent stakeholder management and communication skills. • Skills in data-driven decision making, using metrics to measure product performance and guide continuous improvement. • Analytical & critical thinking & data manipulation skills (Tableau and Tableau Prep, Google Sheets & Scripts, SQL, Excel) with strong attention to detail, knowledge of Snowflake would be beneficial • Knowledge of complex data systems and big data • Strong problem solving skills and tenacity when working through data issues to solution • Excellent stakeholder management and communication skills Desirable • Experience in systems implementation management • Commercial retail understanding / awareness • SQL - You'll have a good working understanding of SQL, having regularly written queries from scratch to give you the answers to the questions you're asking of the data • People management experience leading a high performing team

Version	Created/updated by	Date
1	S. Mansley	18/06/26