

Job title: CREATIVE PRODUCTION LEAD

Core information

Location: London head office	Lines of business or shared capability area: John Lewis
Reports to: Head of Creative and Production	
People Management: Yes	
Assignment Management: Yes	
Partnership Level: Partnership level 5	Manager's Partnership level: Partnership level 4
Number of direct reports:	Partnership level(s) of direct reports: Please select

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

This role is responsible for managing and leading all production within ITG and our creative studio. They will manage the overall workflow across the team to ensure the end to end process, from briefing to delivery is efficient and effective. Responsible primarily for managing our third party, ITG, ensuring the operation delivers efficiency across the full workflow as well as with timing and budgets. The role will also manage Packaging.

This is a key role and is intrinsic to the successful delivery of all marketing, POS and VM across the business. Responsible for the overall creative and production budget.

Primary Outcomes & Accountabilities	Measures of success
Overall management of ITG and our internal creative team for the day to day delivery of all creative and production Resource allocation - ensuring resource is allocated effectively across the teams to deliver the content plan Quality assurance - working closely with Marketing Planning to ensure briefs are accepted at the right standard and only put into the system if they are planned, completed and needed Ensuring all marketing assets adhere to brand guidelines and quality standards before going live Supporting the Head of Creative and Production to identify ways to improve efficiencies in the team across people, timing and budget Working with ITG to identify opportunity for driving efficiency and cost savings across photography, production and operations overall Managing the packaging team and ensuring all packaging briefs are delivered on time and to budget	- Delivery of workflow within the department on time and to budget - ITG budgets delivered to plan - Feedback from wider marketing team and business of efficient and effective creative work - Happy team that functions as one tight collective - Content and Creative team that is well respected and works well with the wider business



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Skills
● Management expertise - Able to manage upwards effectively to ensure deadlines are delivered and teams operate effectively ● Packaging experience - An understanding of the packaging process from briefing to delivery ● Strong leadership - Highly organised with the ability to manage a wide range of stakeholders in a fast paced environment ● Negotiation - Good at negotiation and conflict resolution. ● Problem solving - Ability to solve operational problems and make effective and timely decisions based on the knowledge available. ● Strong analytical and communication skills ● Ability to cut through noise to find root cause of blockers

Qualifications & Experience (where applicable)
Essential • Third-party management expertise - Extensive experience overseeing large-scale external creative studios • Packaging proficiency - Demonstrated track record in managing the packaging lifecycle from inception to delivery • Creative operations leadership - Significant experience leading production and operational workflows within a creative team • Operational breadth - Comprehensive background in managing complex operations within a dynamic creative environment • Technical aptitude - High level of proficiency across Google Workspace, including Slides, Sheets, and Docs • Financial stewardship - Proven ability to manage and deliver creative and production budgets to plan • Large store retail experience - Proven understanding of the complexities of working in a large store format
Desirable •

Version	Created/updated by	Date
VI.0	Anna Braithwaite	28/05/2026