

Job title: Insurer Relations Manager

Core information

Location: London head office ▾	Lines of business or shared capability area:
Reports to: Commercial Lead - Insurer relations	
People Management: No ▾	
Assignment Management: No ▾	
Partnership Level: Partnership level 7 ▾	Manager's Partnership level: Partnership level 5 ▾
Number of direct reports: 0	Partnership level(s) of direct reports: None ▾

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

The Insurer Relations Manager will take on a pivotal 6-month contract role focused on the successful re-launch of our car and home insurance products. This individual will be responsible for the rapid development and engagement of key insurer partnerships required for the product's market readiness and launch. The role demands an ability to quickly understand priorities, negotiate backlogs of work, establish operational processes and structures, and ensure all insurer partners are ready to support the new products from day one. You will be an ambassador and face for John Lewis Money (insurance products) , championing the customer and John Lewis as a whole.

We want to establish a benchmark for exceptional service. We are eager to find a passionate and motivated individual to join us on our journey to success. Someone who understands the value of strong broker relationships and who are motivated by opening doors, changing minds, nurturing connections, and doing things differently to get results.

Through your role you will have the opportunity to develop and stretch personally and professionally to achieve your potential.

The Partnership supports agile and flexible working practices, such as when, where and how we work. We have several different ways to work flexibly, including part-time, flexible or compressed hours, and job sharing. Head office areas also support a blended working approach.

We celebrate diversity and inclusion in the John Lewis Partnership and we are committed to becoming the UK's most inclusive business, reflecting and connecting with the diverse communities that we serve.



Primary Outcomes & Accountabilities

- Engagement with insurers on a day to day, week to week basis, picking up and driving forward activities and actions for both JL and our insurer partners.
- Internal stakeholder management and action tracking/management, holding parties to account and deliverable timescales.
- Assist in organising and preparing materials for insurer meetings, reviews, and reporting.
- Maintain accurate records of commercial agreements, performance data, and contact information.
- Escalate issues and weaknesses to the Head of Insurer Relations / Commercial Lead as appropriate.
- Support the preparation of management reporting, including preparation of data analysis.
- Build and sustain effective working relationships, providing strong stakeholder management throughout the review process and when working with the leadership teams.

Act in accordance with the Partnership's purpose and democratic principles, constructively participating in co-ownership, and demonstrating to customers and each other that it is a better way of doing business. Share your knowledge, experiences, ideas and opinion to improve the Partnership, speaking honestly and frequently.

Invest in your personal and professional development to achieve your potential, by doing more, doing better, or doing different things. Continuously engage with and actively contribute to your Profession.

Measures of success

Evidence of accurate and timely delivery of insurer actions with a prioritisation of key deadlines.

Evidence of contributions to delivery of team Objectives and Key Results measures (OKRs).

Demonstration of wider collaboration and network building within the insurance department, JLF and wider Partnership.

Participation in Partnership democracy including team and department initiatives.

Preparation and maintenance of personal development programme.

Skills

- **Continuous Improvement:** Curious and bold thinking, assessing issues and opportunities from multiple angles and perspectives, even the unprecedented, to draw out meaning and connections and make recommendations to adjust strategy and outcomes as a result. Generates a number of workable options and overcomes barriers to finding solutions.
- **Planning, Time Management and Prioritisation:** Plans and reviews workload regularly and is prepared to adapt to ever changing circumstances. Assesses workload realistically in terms of urgency and importance and is ready to redirect focus when change is necessary to support management priorities. Effectively manages work to agreed deadlines maintaining effective communication with stakeholders.
- **Stakeholder Management:** Understands the motivations and priorities of their stakeholders and takes these into account in order to build and manage sustainable relationships. Can anticipate potential challenges stakeholders may bring and puts plans in place to achieve collaboration.
- **Performance Monitoring and Reporting:** Collect and analyse data on insurer performance (e.g., volumes, conversion, retention, loss ratios). Prepare reports and dashboards to support trading discussions and performance reviews. Identify trends or areas of underperformance and escalate insights to the Head of Insurer relations.



Qualifications & Experience (where applicable)

Essential

- Experience in insurance relations, preferably within the general insurance sector with a focus on car or home
- Excellent organisational skills
- Proven track record of engaging and influencing diverse stakeholders
- Excellent direct and written communication skills
- A natural collaborator and strong networker
- Highly motivated and results-oriented
- A strategic thinker with an eye for detail
- Committed to fostering long-term, valuable partnerships
- Excellent communication, negotiation, and interpersonal skills
- Analytical mindset with the ability to interpret performance metrics
- Successfully manages multiple stakeholders at senior levels, and excellent influencing skills

Desirable

- Demonstrable experience working for an insurer / broker
- Knowledge of digital distribution models
- Knowledge of industry regulations and compliance standards

Version	Created/updated by	Date
1	Tom Lewis	20/10/2025