

Job title: Orchestration Manager

Core information

Location: London head office ▾	Lines of business or shared capability area: John Lewis
Reports to: Orchestration Lead	
People Management: No ▾	
Assignment Management: No ▾	
Partnership Level: Partnership level 6 ▾	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

Ultimately **proactively driving greater clarity and decision making** to unlock maximum value for the Partnership and our customers. Working collaboratively to engage the wider business, and empower Digital teams (who manage web and app channels), through **facilitation** of three core areas:

1. The prioritisation of new work (demand) into Digital team
2. Digital quarterly and annual planning
3. Optimising ways of working across Digital teams

Through your profession 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**

- Own the new demand prioritisation process through collaboration with internal and external stakeholders
- Develop & articulate recommendations for leadership on viable changes to the plan
- Facilitate and drive quarterly and annual planning cycles, collaborating with stakeholders within Digital and across the wider business to create the plan
- Ongoing management of the plan, ensuring it's up-to-date, with changes communicated out clearly
- Seek out opportunities proactively to drive out optimisations to ways of working within Digital, thinking innovatively about solutions and drawing on network to achieve this
- Establish and own strong relationships as the key Digital contacts for stakeholders across the business - triaging new demand, sharing the plan and ensuring alignment and efficiencies between business areas

Measures of success

- Business planning (annual and quarterly) activity completed on time
- Ongoing visibility of plan across Digital and wider business
- New demand reviewed in a timely and efficient way
- Increased speed to market of digital changes through enhanced ways of working
- Feedback from stakeholders within Digital and across the business

Skills

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.

Digital Awareness - Demonstrates an awareness and adoption of digital and social channels and technologies. Embraces new ways of working with them to support our customer ambitions and future proof our business. Is enthusiastic to learn more about the required skills in this area.

Decision Making - Proactively identifies the issue/opportunity, then gathers the relevant information and alternative viewpoints to form options and evaluates to drive an informed outcome. Cares about the quality of the decisions we make

Collaboration & Facilitation - Works seamlessly with a range of stakeholders to get to a clear outcome, ensuring stakeholders understand what activity is in flight and the value it will deliver Coordinate with all functions to align on cross-functional ways of working.

Communication - Strong communication skills, tailored to a range of audiences, effectively listening and then conveying messages in a clear manner

Qualifications & Experience (where applicable)**Essential**

- Proven facilitation, planning and organisational skills, with evidence of leading through ambiguity
- Experience providing clarity and facilitating planning cycles such as a quarterly planning or annual business planning
- Experience driving customer facing change in digital and physical channels and unlocking commercial value
- Experience proactively spotting opportunities and driving change to unlock value for partnership
- Experience of managing and prioritising significant volume of activity to maximise return
- Experience managing a diverse stakeholder group, communicating effectively at all levels

Desirable

- Proficiency in Jira, Tableau and other data visualisation tools

Version**Created/updated by****Date**

1.0	<i>Rhiannon Hughes</i>	28/03/2025
2.0	<i>Rhiannon Hughes</i>	28/08/2026