

Job title: Compliance Assurance Analyst (FS)

Core information

Location: London head office ▾	Lines of business or shared capability area: Financial Services
Reports to: Senior Compliance Assurance Manager	
People Management: No ▾	
Assignment Management: No ▾	
Partnership Level: Partnership level 8 ▾	Manager's Partnership level: Partnership level 6 ▾
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 Compliance Assurance Analyst sits in the 2nd line of defense and is responsible for supporting delivery of an always-on, risk-based assurance programme across FS.

The role provides independent oversight of customer outcomes, regulatory compliance, conduct risk, and operational controls, with a strong focus on FCA Consumer Duty requirements.

The role will help to deliver risk-based assurance reviews, continuous assurance activity, root cause analysis, and regulatory oversight to ensure the business can evidence effective governance, good customer outcomes, and supports the proactive identification of customer harm risks.

You will have the opportunity to develop and stretch personally and professionally to achieve your potential, with an expectation that you will actively participate in subject matter training.

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

MI & Dashboard Development

- Support the design and maintain compliance and conduct risk dashboards using operational and customer data
- Produce regular MI relating to:
 - complaints
 - cancellations
 - arrears/defaults
 - QA outcomes
 - sales quality
 - vulnerable customers
 - customer outcomes
 - financial promotions breaches
- Automate recurring reporting where possible
- Ensure MI is accurate, timely, and suitable for governance reporting

Continuous Monitoring & Exception Reporting

- Develop trigger-based monitoring and early warning indicators
- Identify trends, anomalies, and emerging risk patterns
- Produce exception reports for:
 - sales anomalies
 - complaint spikes
 - cancellation trends
 - conduct risks
 - operational control failures
- Support escalation of material issues to Compliance and Risk leadership

Consumer Duty & Conduct Analytics

- Support monitoring of customer outcome metrics
- Analyse customer behaviour and product performance data

Measures of success

Quality and timeliness of MI reporting

- Management information is accurate, reliable, and delivered within agreed reporting timelines
- Dashboards and reports provide clear visibility of conduct, compliance, and customer outcome risks
- Reporting supports effective governance discussions and decision-making

Accuracy of dashboards and analytics

- Data presented within dashboards is consistent, reconciled, and trusted by stakeholders
- Reporting errors, manual adjustments, and data inconsistencies are minimised
- Metrics and calculations remain aligned to agreed business definitions and regulatory Requirements

Early identification of conduct and customer risks

- Data analysis identifies trends, anomalies, and emerging risks before escalation occurs
- Exception reporting supports proactive intervention and targeted assurance activity
- Customer harm indicators and operational weaknesses are highlighted clearly and promptly

Reduction in manual reporting effort

- Recurring reports and monitoring activities are increasingly automated and streamlined
- Teams spend less time compiling data and more time analysing risk and insight
- Reporting processes become scalable, efficient, and less dependent on manual Intervention

Effective support to assurance reviews and governance reporting

- Assurance teams receive timely and accurate analytical support for reviews and investigations
- MI and analytics strengthen root cause analysis and evidence-based decision-making
- Governance committees receive meaningful, insight-led reporting that supports oversight responsibilities



- Support thematic reviews with targeted data analysis

Assurance & Investigations Support

- Support assurance reviews by extracting and analysing relevant datasets
- Conduct root cause analysis using operational and customer data
- Assist with remediation tracking and issue trend analysis
- Support internal audit and regulatory information requests

Data Governance & Quality

- Promote data quality standards across assurance reporting
- Reconcile data sources and investigate discrepancies
- Support the development of data definitions and reporting standards

Personal Development:

- Role model the Partnership Behaviours and proactively invest in your own continuous professional development, both technically and personally. Drive your own contribution conversations and set and review your development goals regularly.
- Participate in the Partnership's democratic channels and encourage others to do so.

Skills

- Data Analysis - evaluation and analysis of different types of complex data objectively, pattern identification and interpretation to establish meaningful presentation of the key relevant facts. Uses this thinking to make credible recommendations to inform critical decision making.
- Optimisation / Continuous improvement - curiosity and drive to identify and implement improvements to our ways of working
- Creativity and Innovation
- Digital Confidence
- Curious and proactive
- Strong attention to detail
- Commercial awareness
- Collaborative approach
- Ability to simplify complex information



Qualifications & Experience (where applicable)

Essential

- Knowledge of Regulatory Compliance and Risk Management within financial services
- Experience in ML, data analysis, or risk reporting within regulated financial services
- Strong analytical and problem-solving capability
- Experience using Tableau, Power BI, or similar reporting tools and designing dashboards
- Ability to interpret and communicate data clearly
- Experience working with large datasets and trend analysis
- Strong attention to detail
- Strong direct and written communication skills

Desirable

- Experience within insurance, broking, or consumer credit
- Knowledge of FCA Consumer Duty and conduct risk metrics
- SQL or data query capability
- Experience with speech analytics or workflow systems
- Understanding of operational risk and compliance frameworks

Version	Created/updated by	Date
V.1.0	Ian Rea/Diane Cook	June 2026