

INTERNAL AUDIT MANAGER

Location: Pimlico, with blended working (Expectation to travel to other locations as required)	Profession: Core Finance
Reports to: Internal Audit Lead	Specialism: Internal Audit
People Management: No Assignment Management: Yes. Day to day management of team members across audit assignments.	
Job description (Critical purpose) As an Internal Audit Manager, you will support the Partnership in achieving its strategic objectives by bringing a systematic, risk-based approach to evaluating and enhancing governance, risk management, and internal controls across our retail and operational ecosystem. Acting as an independent and objective assurance provider, you will lead the delivery of complex audit engagements, provide commercial insight to senior leadership, and support Audit & Risk Committee reporting. You will lead multi-disciplinary assignment teams across Finance, Operations, Digital, IT, and Commercial programmes, building expertise in key operational areas while coaching team members and sharing knowledge across specialisms. <i>Through your Profession you will have the opportunity to develop and stretch personally and professionally to achieve your potential.</i> <i>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.</i> <i>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.</i>	
Primary Outcomes & Accountabilities	
Partnership & Leadership Accountabilities • <i>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.</i> • <i>Invest in your personal and professional development to achieve your potential, by doing more, doing better, or doing different. Continuously engage with and actively contribute to your Profession</i> • <i>Take responsibility for actively engaging with change</i> • <i>Create the conditions for all Partners to thrive, make their best contribution and achieve their potential.</i> • <i>Appreciate what different life experiences bring to the Partnership and the value this adds to unbiased and smarter decision making.</i> • <i>Set the tone, context and outcomes for the team with the voice of the customer at the heart.</i> • <i>Enable the conditions for Partner opinion to be heard and acted upon.</i> • <i>Engage and lead Partners in delivering and embedding change consistently and effectively</i> • <i>Lead Partners within multi-disciplinary and matrix teams to achieve</i>	Measures of success • Engagement in democratic process • Personal PDP in place with stretching objectives

<i>and deliver work, in line with business outcomes and with the voice of the customer at the heart of decision making.</i> • <i>Support all Partners to realise their potential aligning joint expectations and goals with what has been agreed with the people manager.</i>	
Role-Specific Accountabilities (Internal Audit) Audit delivery & technical quality • Lead and deliver complex end-to-end audits across Finance, Operations, IT, Programmes, and Digital in line with the annual internal audit plan and professional IIA standards. • Define assignment scopes and Terms of Reference (ToRs), identifying key risks and agreeing on testing priorities with senior stakeholders. • Review audit working papers to ensure audit evidence is thorough, objective, and defensible. • Deliver high-quality, clear, and actionable audit reports that present root causes, commercial impacts, and pragmatic recommendations. Assignment leadership & coaching • Provide day-to-day assignment management to Senior Internal Auditors, setting clear expectations, managing delivery timelines, and providing structured on-the-job coaching. • Develop subject-matter expertise in chosen specialisms while supporting cross-skilling and technical agility across the audit function. Stakeholder engagement & governance • Facilitate alignment with leadership on audit findings, providing constructive challenge and agreeing on realistic remediation plans. • Track and validate the implementation of agreed management actions, escalating overdue risks and reporting closure progress to the Audit & Risk Committee. • Maintain active stakeholder relationships across designated business areas to identify emerging risks, support change programmes, and inform future audit planning. • Work closely with the Risk Management and Central Compliance teams to share insights on internal control effectiveness. Methodology & functional development • Drive the use of AI, data analytics and automated testing to increase audit coverage, rigour and efficiency. • Contribute to the continuous improvement of Internal Audit methodology, templates, and quality assurance processes.	Measures of success • Feedback from senior stakeholders, the Audit & Risk Committee, and the Partnership Board on the quality and impact of assurance delivered. • Positive influence on outcomes.

Skills	
Internal Auditing	Strong technical audit capability. Consistently applies the IIA standards across all engagements delivered.
Critical Thinking	Interprets complex information to develop well-reasoned arguments, drawing objective, logical, and evidence-based conclusions. Demonstrates independence of mind and professional scepticism, remaining objective and free from bias.
Data Synthesis	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.
Commercial Understanding	Demonstrates strong commercial awareness of omnichannel retail and the Partnership model, using this insight to deliver pragmatic recommendations that support key business objectives
Stakeholder management	Able to have challenging and brave conversations with senior stakeholders in a clear and constructive manner. Builds relationships with leaders across the Partnership.

Qualifications & Experience
Essential Practical experience of working as an internal audit manager within industry, the profession or in a governance, risk and controls oversight role. Relevant qualification aligned to a specialism e.g.: • Professional accountancy qualification • Chartered Internal Audit qualification • COBIT / ITIL / PRINCE2 / CISA / MSP Desirable Experience in large-scale multi-site retail, omnichannel operations, or FMCG. Practical experience applying data analytics and AI to audit engagements.

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0.6	Paul Chapman	xx/10/26

APPENDIX DOCUMENT: **INTERNAL USE REQUIREMENTS ONLY** for People teams

Partnership Level: 6
Manager's Partnership level: 5
Job Family Group:
Job Family:
Pay range/Compensation Grade Profile:

Vetting required? (Yes or No) • XX
