JOHN LEWIS PARTNERSHIP | JOHN LEWIS | WAITROSE

Job title: Commercial Manager, Insurance

Core information

Location: London head office	**Lines of business or shared capability area:** Financial Services
Reports to: Niall Lownie	
People Management: No **Assignment Management:** Please select	
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

- **Lead cross functional team in delivery of Customer (regulatory) and Commercial (P&L) outcomes**

Primary Outcomes & Accountabilities	**Measures of success**
• **Commercial reporting and forecasting** • **Internal and external (insurers) relationship management and governance** • **Delivery of ad hoc projects in support of positive customer and commercial**	• **Delivery of the P&L** • **Positive outcome focussed feedback** • **Good customer outcomes in accordance with Consumer Duty**

outcomes	

Skills

- **Stakeholder Management**
- **P&L Management**
- **Risk Management**

Qualifications & Experience (where applicable)

Essential

- **Stakeholder Management:** Proven ability to manage, influence, and collaborate effectively with diverse internal/external stakeholders, driving consensus.
- **P&L Management:** Significant experience managing P&L, including forecasting, financial planning, cost efficiency identification, and revenue driving. Deep financial metric understanding is essential.
- **Risk Management:** Proactively identify, assess, mitigate, and monitor business risks. Develop and implement robust risk strategies, ensuring compliance.
- **Data Reporting & Analysis:** Expert in complex data analysis, generating actionable insights, informing strategy, and tracking KPIs. Proficient with tools and clear presentation to non-technical audiences.
- **Communication Excellence:** Exceptional ability to articulate complex ideas clearly, persuasively, and professionally across all mediums.
- **Complex Matrixed Environment Experience:** Demonstrated ability to operate and deliver results within a large, complex, ambiguous matrixed structure, navigating multiple reporting lines and influencing outcomes without direct authority.

Desirable

- Experience working within regulatory requirements
- Proficiency in contract management
- Background in financial services would be advantageous

Version	Created/updated by	Date
1.0	Niall Lownie	27/10/26