JOHN LEWIS & PARTNERS | JOHN LEWIS PARTNERSHIP | WAITROSE & PARTNERS

UX Writer, John Lewis Finance L8

Core information

Location: London head office with blended working	**Lines of business or shared capability area:** Financial Services, Marketing, Studio
Reports to: Studio Production and Planning Manager	
People Management: No **Assignment Management:** No	
Partnership Level: Partnership level 8	**Manager's Partnership level: Partnership level 7**
Number of direct reports: **None**	**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 & Partners and Waitrose & Partners, 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.

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 opinions to improve the Partnership, speaking honestly and frequently.

Critical purpose of the role

As a UX Writer within the John Lewis Finance team, you will play a crucial role in shaping exceptional user experiences across our website. Your collaboration with researchers, product designers, product managers, marketers, commercial teams, and engineers will be key in developing customer-centric journeys. You will be instrumental in producing clear, compliant and accessible content for our customers.

You're able to translate complex, commercial and technical briefs into intuitive customer-friendly experiences that are accessible for all.

Through your Profession 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	**Measures of success**
• Planning, designing and writing user-centred copy for the John Lewis Money website, and other touchpoints • Working alongside UX and UI Designers in multidisciplinary product teams • Providing a holistic view of the content experience and mapping across all omnichannel touchpoints • Under the direction of the Lead Copywriter, you'll deliver great copy in response to briefs following our brand and tone of voice guidelines • Adhering to Financial Promotions regulatory, legal and compliance standards. • Advocating for user-centred design in the wider Partnership and sharing UX writing best practice • Other copywriting needs of the business as required	• You will be deemed successful in this role if you support your leader effectively, there is high confidence in your work by both your line manager and your direct stakeholders across Financial Services. • High standard of writing that delivers to the briefs and is on brand. • Effective ways of working and stakeholder management to ensure critical path deadlines are met • Demonstration of wider collaboration and network building within Financial Services and wider Partnership. • Participation in Partnership democracy including team and department initiatives. • Preparation and maintenance of personal development programme.

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

Customer & Data-driven Innovation - Evaluates and analyses different types of complex data objectively and can see patterns and meaning to establish the key relevant facts. Uses this thinking to make credible recommendations to inform decision making. Helps CX Partners to develop their customer skills for a high performing CX team.

Influencing & Collaboration - Works collaboratively to achieve the optimum and mutual agreement for a way forward for all parties. Resolves professional differences along the way through active listening and appropriate assertive communication to

reach win-win outcomes. Is prepared to adapt communication style to each situation and has the best interest of the Partnership at the forefront of all interactions.

Critical Thinking - Interprets evidence and information to develop well reasoned arguments for thinking and can readily draw on evidence to justify a chosen course of action. 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

Qualifications & Experience (where applicable)

Essential

- Customer first approach - the natural ability, before all else, to see the world first from the viewpoint of our customers.
- Relevant copywriting or UX writing experience for digital channels
- Ability to prioritise work effectively
- Strong communication skills and ability to work across teams
- Enjoy working in a fast-paced environment
- Meticulous eye for detail
- Experience in Financial Services or other regulated industry

Desirable

- Experience in the Atlassian suite of software (Jira & Confluence) is desirable
- Working alongside or embedded in Agile sprint teams
- Comfortable putting content directly into Figma

Version	**Created/updated by**	**Date**
v2	*Alison Woodbridge*	*20/10/2026*
v1	*Pip Deacon*	*06/03/25*