JOHN LEWIS PARTNERSHIP | JOHN LEWIS | WAITROSE

Job title: INSIGHT MANAGER, DATA SCIENCE

Core information

Location: London head office	**Lines of business or shared capability area:** Data, Insight & Analytics
Reports to: Data Science 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

As a Partner in our business your number one focus is to work collaboratively to create more value for our customers and our business.

The core of this role is to help the Partnership make insight-driven, better informed, customer-centric decisions. In order to do this, you will need to work closely with teams across the Partnership, getting close to their world, hearing their problems and spotting the opportunities to make improvements. You will use your analytical mindset and knowledge of the customer to improve the speed and quality of decision making.

The Data Science team is spread across a number of business domains that extends, for example, from typical business trading problems, to optimising supply chains and creating product recommendations for our websites. We are looking for Partners that are passionate about solving business problems that extend far and wide across consumer facing touchpoints that drive real impact in day to day situations.

Primary Outcomes & Accountabilities	**Measures of success**
You will be a self starter that is able to work effectively together with a range of stakeholders to improve business decision making using data science methods. You will be accountable for our deliverables within an assigned business	**Delivery of Business Value** • Leading the deployment of Data Science solutions that balance the appropriate level of effort against

domain, managing stakeholders and team members within that domain. Day-to-day, you will: • Analyse and link complex data sets so that they can support actionable insight and recommendations. • Identify ideas and take ownership of opportunities to drive business impact with data science. • Transform data and build models to optimise customer experience, revenue generation, cost reduction and other business outcomes. • Be passionate about statistics, machine learning and artificial intelligence and be able to convey a thorough understanding of the benefits and use cases of these across the business to a variety of audiences. • Design and develop end-to-end solutions to business problems, from defining the problem, through solution development, to implementation and driving business adoption. As a Partner in the Partnership, you will: • Invest in your personal and professional development, utilising the opportunities available to you through your profession to develop your skills and capabilities. • Support your professional lead to continuously develop and improve your profession. • Embrace Agile working principles by demonstrating a flexible approach to working, joining projects as needed and/or supporting colleagues to secure the success of those project	associated business value aligned to stakeholder requirements. **Stakeholder Influence** • Demonstrable evidence of a network of stakeholders within your business area where you are the clear Data Science specialist. • Demonstrable evidence of autonomy in scoping, co curating and delivering a roadmap of Data Science based use cases in your business area. **Discipline Evangelist** • Awareness of Data Science within your business area is high and there is a high level of demand for Data Science solutions to business problems. **Best Practices Development** • Demonstrable evidence of investing in personal and professional development and linking this development to outcomes aligned to deliverables in your business area. • Demonstrable evidence of championing and setting technical best practices across D, I & A.

Skills	
Programming	Proficiency in the best practices for development of Data Science products. You will be working with a team of ML Engineers, however we expect you to play a part in setting and adhering to best practices in SQL, Python, Git, DBT across a tech stack involving Snowflake, GCP, Vertex AI and Gitlab. You are also able to augment these best practices by using AI effectively.
Problem Structuring	Ability to translate often ambiguous problem sets into a well defined set of requirements aligned to your stakeholder's commercial objectives. The requirements should expect to cover initial testing to potentially put the solution into production if appropriate.
Team Management	Owning Data Science roadmap and deliverables for a key area of the business, including setting goals, providing feedback, and fostering a collaborative work environment. You will be responsible for the art of the possible in your given business area and it will be your role to

	evangelise Data Science as a discipline to drive business value aligned to your stakeholders's commercial objectives. Ability to operate effectively by collaborating with multidisciplinary agile product teams when delivering a solution, including Senior Data Scientists, ML Engineers, Analysts, Developers and Architects. You will be expected to drive the technical delivery of your Data Science product(s).
Communication	Excellent written and verbal communication skills to effectively convey complex technical concepts to both technical and non-technical audiences. Ability to influence stakeholders at all levels, from technical teams to executive leadership through the appropriate medium of storytelling for your outputs.
Stakeholder Management	Proven ability to build strong relationships with stakeholders, understand their needs, and align data and analytics initiatives with business objectives. Experience in prioritising projects, managing expectations, and delivering results on time and within budget.

Qualifications & Experience (where applicable)

Essential

- You read this job description and felt excited about working at JLP
- You're a problem solver and love to get stuck into a business challenge
- You can code in Python and SQL
- You are comfortable with Git version control
- You love learning and continuously seek productivity gains by applying AI to your work
- You're a data communicator, and happy working in cross-functional teams
- You can bring fresh ideas and experiences to our team
- You proactively get to know your stakeholders and their challenges
- You can identify the right problems to solve and apply the appropriate solutions
- You take ownership and drive the data science roadmap in your business area

Desirable

- You have people management experience
- You have work experience in retail and grocery
- You have used Agile methodologies
- You have worked with Cloud technologies (we use GCP)
- You have experience with ML Ops (we use Vertex AI)
- You apply software engineering best practices

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