JOHN LEWIS PARTNERSHIP | JOHN LEWIS | WAITROSE

Job title: IT Asset Manager (L5)

Core information

Location: Bracknell Head Office	**Lines of business or shared capability area:**
Reports to: Head of Infrastructure & Service Management	
People Management: Yes **Assignment Management:** Yes	
Partnership Level: Partnership Level 5	**Manager's Partnership level:** Partnership Level 4
Number of direct reports: 4	**Partnership level(s) of direct reports:** Level 6 & 7

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.

You will be responsible for promoting the continued economic and effective provision of services, ensuring that all changes to assets and services are appropriately and accurately controlled and recorded.

You will provide information and advice on issues such as maintenance of Partnership hardware assets, licensing of software, protection of intellectual property and legal obligations. You will set and and maintain Partnership Asset Management policies, procedures and standards, directing and assuring the Service Integrator against these. You will promote commitment to asset control. Lastly you will initiate assessment of consequences and risks arising from decisions to obtain, change or continue the possession or use of an asset, system or service.

Working with partners in Technology and Change, Procurement and Legal, provide assurance that the Partnership is complying with its legal obligations regarding software licensing and is also optimising its spend. Work with partners in Technology and

Change, Procurement and Legal in software contract negotiations and disputes

Accountable for the Configuration & Asset management process, and takes the lead role in setting and ensuring all Configuration & Asset Management standards and goals are applied and met, securing adherence by all new and changed services.

You will ensure that there are suitable tools available for the discovery and monitoring of assets for licensing and asset management purposes.

Accountable for the operation and development of the ServiceNow platform, ensuring that it meets the requirements of the ITIL process owners and the key stakeholders including Service Management, IT Service Desk, Technology Owners and the wider T&T division

You will have the opportunity to develop and stretch personally and professionally to achieve your potential.

Primary Outcomes & Accountabilities

- Set clear intent, direction and guardrails to achieve outcomes, aligned to the Partnership and business area strategy.
- Empower and support teams to make decisions and resolve challenges in line with the strategy for Asset Management area.
- As a co-owner, actively share the responsibilities of ownership and support Partners and colleagues to have a voice in our business.
- Invest in your personal and professional development, utilising the opportunities available to you through your Profession to develop your skills and capabilities.
- Engage with your function, supporting your lead to continuously develop and improve it.
- Embrace Agile working principles by demonstrating a flexible approach to working, joining mission as needed and/or supporting colleagues to secure the success of the mission.
- Leverage insight and internal and external networks, as appropriate, to keep abreast of key customer requirements, market conditions and trends, including technological advancements, and feed these into

Measures of success
(linked to the Integrated Objectives)

- Success in the Partnership is measured by the Integrated Objectives. These lay out our ambitions in **Partner, Customer, Profit** and **Power.**
- On an annual basis medium term objectives will be set & reviewed to enable the Partnership to deliver on these ambitions. As a leader in the Partnership, you will be accountable for delivering on these objectives and also for determining & producing more detailed Objectives and Key Results (OKRs) in your area to support the achievement of these. You will achieve this by leading and empowering your teams.

strategic thinking.

- Manage financials and own the operating budget within your area, taking into account costs, benefits, risks, capacity constraints and timescales, to deliver Partnership strategic outcomes with the maximum possible value. This should include 3rd parties and contracts.
- Engage with senior stakeholders (up to and including Exec. level) and key roles within your own portfolio area, and in relevant governance groups, ensuring alignment with the Partnership strategy & driving / influencing change activity to deliver targeted outcomes.
- Ensure risks and opportunities are managed, making recommendations to relevant stakeholders and initiating interventions where required to optimise delivery of the services.
- Own business processes, frameworks and tools within your area, as delegated by Senior Leadership, continuously improving them to drive efficiency and effectiveness.
- Config - working with the Operational SIAM partner, ensure that the completeness and accuracy of the CMDB is sufficient to meet the needs of the partnership and is supporting the other ITIL processes
- SAM - responsible for providing assurance to the Partnership that it is meeting its Software Licensing obligations and that it is using it's software assets in a cost efficient manner.
- HAM - responsible for assuring that the partnerships IT hardware assets are being managed appropriately and ensuring that the Operational SIAM partner has the appropriate processes and methods in place to ensure this is occurring.
- People Management
    - Role model service delivery discipline within T&C
    - Matrix management responsibility of

service delivery teams within T&C • Communication • Accountable for great communication across the Service Delivery function, including but not limited to, the creation of service delivery plan, engaging stakeholders appropriately effective reporting and service status updates to T&C Leadership team and facilitation of workshops across all aspects of service delivery	

Skills

- Can plan effectively and is heavily outcome focused
- Has owned business problems and transformed business process with defined business impact
- Strong stakeholder management skills
- Demonstrates integrity by tenaciously doing the right thing in the face of mounting pressure
- Demonstrates a high level of personal accountability

Qualifications & Experience (where applicable)

- Role within Partnership at a similar level
- Similar role within an external organisation.
- Relevant qualification or relevant industry knowledge and experience
- Recognised internally and externally for knowledge and expertise in all areas of IT Asset Management.
  - Software licensing, especially for major vendors such as Oracle, IBM, Microsoft, Salesforce, Workday etc.
  - Hardware asset management including asset lifecycle and controls
  - Configuration management and ownership of CMDB
- Ideally have had prior responsible for ServiceNow platform, particularly ITSM and CMDB

Desirable

- Person Specification
  - Demonstrates a broad outlook and ability to think on medium to long-term horizons.
  - Demonstrates ability to 'think on feet', anticipate complications and establish priorities.
  - Thinks conceptually; recognises connections to larger frames of reference (the big picture) and translates between abstract ideas and practical use.
  - Demonstrates clear leadership and the ability to influence and persuade.
  - Ability to make sound decisions which influence the work of the Partnership's objectives and financial performance.
- Influencing skills
  - Demonstrates clear leadership and the ability to influence and persuade.
  - Influences Partnership (IT) policy formulation through contribution in area of own specialism.
  - Makes decisions which influence the work of the Partnership's objectives and financial performance.
  - Is perceived as a high impact leader and trusted advisor by customer and own team; has full confidence of peers and senior IT Leadership
- Communication Skills

- Demonstrates consistent ability to work collaboratively and communicate effectively, formally and informally, with all Partners and customers.
- Demonstrates understanding and knowledge of audience and tailors message and delivery method accordingly

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