JOHN LEWIS PARTNERSHIP | JOHN LEWIS | WAITROSE

Job title: INSIGHT MANAGER, ANALYTICS

Core information

Location: London head office	**Lines of business or shared capability area:** Analytics & Data Science
Reports to: Senior Data and Insight Manager or Head of Analytics	
People Management: Yes **Assignment Management:** Yes	
Partnership Level: Partnership level 6	**Manager's Partnership level:** Partnership level L5 or SL6
Number of direct reports: 1	**Partnership level(s) of direct reports:** Partnership level 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

The Analytics Team is spread right across the Partnership, using advanced analytics to help stakeholders solve problems and make better decisions.

As an Insight Manager, Analytics, you will be allocated to a part of the business and be responsible for maximising value from your projects in that area (including those of your direct reports where applicable). You will achieve that through the application of your technical expertise, appropriate analytical techniques, effective stakeholder management, clear storytelling, recommendations and timely delivery. This is an expert, hands-on role and you will be expected to lead several significant analytical projects in your business area.

We are looking for Partners who are passionate about solving business problems, with curious and pragmatic mindsets. In addition, we are looking for analysts who not only have strong technical knowledge, but who also have the ability to apply those skills in a practical and time sensitive way with great communication.

Primary Outcomes & Accountabilities

You will be a self starter who is able to work effectively with stakeholders to improve business decision making using analytical techniques. You will be responsible for delivery of projects, managing stakeholders and team members as required.

Day to day you will:

- Engage stakeholders to maximise value and improve decision making through your own and your team's projects
- Be responsible for the timely delivery, impact and quality of your team's output
- Proactively identify opportunities and champion the use of analytics in your stakeholder area
- Lead multi-stream projects, managing stakeholders and delivering recommendations
- Have a good understanding of your stakeholders' commercial strategies and goals
- Develop good relationships with stakeholders and become an extension of their team
- Triangulate recommendations with other sources e.g. Research and Insight
- Manipulate, analyse, build models and draw conclusions from large data sets to impact decision making
- Support your team to define the right methodologies for projects
- Ensure your own and your team's output is clear and impactful e.g. visualisations, slides, presentations
- Use visualisation tools to automate and increase efficiency
- Drive a self-serve culture across your stakeholder area
- Be an active contributor to the DI&A team and the analytics Profession
- Understand and engage other parts of DI&A as necessary
- Ensure that all work complies with the General Data Protection Regulation (GDPR) and adhere to all Partnership risk management and data privacy and security policies.

Measures of success

1. Business impact

a. Revenue influence - Value of decisions made based on analytics that led to measurable revenue growth

b. Uplifts from insight - Demonstrable improvement in marketing performance, sales conversion or customer retention driven by analytics insights

2. Stakeholder satisfaction

3. Team and capability building:

a. Team skill growth - progress in upskilling, training and mentoring through certifications, training or cross functional work

4. Innovation and tooling

a. Automation - Number of manual tasks replaced by automated dashboards or models etc

b. Tool implementation success - rollout and adoption of analytical platforms or methodologies (e.g. Tableau, predictive modelling, AI/ML)

Skills	
SQL	Ability to manipulate large datasets, coach others and QA code
Advanced analytics e.g. R/Python	Ability to manipulate data with knowledge of advanced analytical techniques and how to apply them
Visualisation (e.g. Tableau)	Presenting data, building dashboards, driving adoption
Communication	Strong written and verbal communication skills to influence effectively and maximise both project and personal impact
Problem Structuring	Ability to structure a problem and apply the right methods
Stakeholder Management	Build and maintain relationships, manage multiple projects, adjust to changing priorities, proactively identify value creation opportunities

Qualifications & Experience (where applicable)
Essential ● Relevant qualification in a numerate discipline e.g. maths/stats/data science/science or similar ● Proven experience in an analytics team applying advanced techniques ● Proven experience of driving business value from analytics ● Highly adept at building strong relationships with senior stakeholders ● Proven experience of influencing decision makers ● Experience of working alongside other cross functional teams to deliver key business objectives
Desirable ● Experience of managing analysts and building their capability ● Experience of Digital Marketing Analytics ● Experience of CRM Analytics

Version	Created/updated by	Date
1.0	Lester Berry	May 2024
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2.1	Annie Khan-Pullen	June 2026
2.2	Emily Smith	November 2026