JOHN LEWIS PARTNERSHIP | JOHN LEWIS | WAITROSE

Job title: Ethics & Sustainability Officer - Social Impact, Charities

Core information

Location: London or Bracknell head office	**Lines of business or shared capability area:** New Businesses - Ethics & Sustainability
Reports to: Ethics & Sustainability Social Impact Manager	
People Management: No **Assignment Management:** No	
Partnership Level: Partnership level 8	**Manager's Partnership level:** Partnership level 6
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 John Lewis Money.

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 an Ethics & Sustainability Officer - Social Impact, Charities, you will directly support the delivery of the Partnership's strategy for E&S, in line with the wider Partnership Plan and Purpose.

In this role you will support the delivery of, and engagement with, the strategic plans for Social Impact.

You will coordinate the delivery of Social Impact programmes including Community Matters and national charity partnerships, working across the whole business to ensure key stakeholders at all levels are engaged and delivering against our strategic objectives.

You will be responsible for the efficient administration of payments, reporting, impact assessment and assurance across all social impact programmes.

Primary Outcomes & Accountabilities

Social Impact Programmes

- Coordinate **Community Matters** delivery, including operational communications; driving compliance and engagement rates as the subject matter expert on the programme and payment platform.
- Develop activations with **national charity partners** as required
- **Retail engagement** - Proactive engagement including Community Lead (Waitrose) and Local Events and Community Specialist (John Lewis) networks - developing and delivering communications including presentations, briefing and guidance packs covering the entire Social Impact strategy
- **Social Impact queries** - respond to messages from shared community inbox and internal communication channels.
- Develop internal and external **communications** material as required, including website content, letter responses and input to meeting papers.

Payments, Impact Reporting & Assurance

- **Finance and Budgets** - complete and record charity payments against agreed E&S budgets accurately and on time. Work with others to identify opportunities for system and process improvement
- **Assurance and reporting** including the Partnership Scorecard Social Impact metric (Connections) - complete robust and accurate data collection and ensure reporting mechanisms are in place. Use your data literacy and analysis skills to develop reports and make recommendations.

Measures of success

- Community Matters branch compliance and budget spent.
- National charity partnership activations are developed in a way that increases impact for both the charity and JLP.
- Social Impact strategy and impact are well known and articulated inside and outside of the Partnership.
- Clear ways of working with internal stakeholders of all levels defined and maintained.
- Positive customer, charity and stakeholder feedback
- Quality and accuracy of presentations, reports and communication materials produced.
- Accuracy and timeliness of financial reporting.

Skills

- Stakeholder management - demonstrable ability to build and maintain internal and external relationships at all levels to maximise delivery of the Ethics & Sustainability agenda. Represents the Partnership externally, influencing and negotiating where required.
- Financial and data management - ability to manage a multi-million pound budget, maintaining and continuously improving systems and processes to robustly track the Partnership's donations and other funds generated.
- Delivery management - experience in delivering successful projects or programmes of work, working on own initiative and collaborating with others, including charities.
- Prioritisation - Plans and reviews workload regularly and is able to adapt to changing circumstances. Assesses workload realistically in terms of urgency and importance and changes plans where necessary. Applies key organisational ability to work across different areas and with different stakeholders internally and externally.
- Data management and analysis - collects, manages, evaluates and analyses different types of complex data objectively and sees patterns and meaning to establish the key relevant facts, using a keen attention to detail.

Uses this thinking to make credible recommendations to inform critical decision making. Is able to identify key trends, innovations and best practice across E&S.

- Written & verbal communication - ability to prepare and deliver high quality and accurate presentations, reports and other key documentation as needed in support of positive community impact.
- Continuous improvement - thinks boldly and sees issues and opportunities from all angles and multiple perspectives to draw out meaning and connections and make recommendations to adjust plans and outcomes as a result. Generates a number of workable options and overcomes barriers to finding solutions.
- Excellent organisational skills and strong attention to detail. Demonstrable ability to rapidly assimilate and organise info. Comfortable with new information and ambiguity
- Strong IT and data management skills including GSuite knowledge.

Qualifications & Experience (where applicable)

Essential

- Strong interest in, and passion for, Sustainability and Social Impact
- Proven experience supporting the delivery of successful strategic projects

Desirable

- Relevant professional experience - experience in coordinating or supporting the delivery of successful community-focused projects or programmes
- Sustainability or social impact related qualification
- Knowledge of community impact programmes in a retail context

Version	Created/updated by	Date
2.0	Sarah Dayananda	23 November 2026