

About us...



Lincolnshire Co-op is a long-standing, community-focused organisation proud to serve the people of Lincolnshire and surrounding counties. Our Support Centre, based in Lincoln, is the operational heart of our business. It's home to a range of specialist teams who work behind the scenes to support our front-line colleagues and ensure we deliver exceptional service across all our trading areas.

Essential Information – *what you need to know*

<p><b>Job purpose:</b></p>	<ul style="list-style-type: none"> <li>- Leading the review, development and implementation of Society-wide people policies, ensuring legal compliance and alignment to THRIVE values and Purpose Beyond Profit.</li> <li>- Strengthening governance by embedding consistent policy interpretation, audit readiness and risk-based compliance controls across all business areas.</li> <li>- Supporting managers and the People Team with clear, practical guidance that improves colleague experience, reduces risk and strengthens early-tenure retention.</li> </ul>
<p><b>You'll report to:</b></p>	<ul style="list-style-type: none"> <li>- ER Case Manager</li> </ul>
<p><b>Your hours:</b></p>	<ul style="list-style-type: none"> <li>- 37.5 hours per week (FTE)</li> </ul>
<p><b>Your relationships:</b></p>	<ul style="list-style-type: none"> <li>- SME's, managers and colleagues across the Society.</li> <li>- Colleagues from across Lincolnshire Co-op, including People, Learning and Development, Communications, Health, Safety and Security among others.</li> <li>- Customers, clients, suppliers and stakeholders from local community groups.</li> <li>- External bodies such as USDAW, Co-operatives UK, Occupational Health.</li> </ul>
<p><b>What you'll bring to us:</b></p>	<ul style="list-style-type: none"> <li>- CIPD qualification with up-to-date, in-depth knowledge of employment law and employee relations best practice.</li> <li>- Demonstrable experience developing, writing and implementing HR policies within a complex, multi-site organisation.</li> <li>- Strong research capability with excellent attention to detail and evidence-based decision-making.</li> <li>- Excellent written communication skills, able to translate complex legal and HR concepts into clear, practical guidance.</li> <li>- Proven relationship-building skills, working effectively with colleagues, managers, trade unions and external partners.</li> <li>- Strong influencing and negotiation skills, supporting balanced and pragmatic outcomes.</li> <li>- Experience supporting or representing organisations in audits of people processes, policies and procedures.</li> <li>- High levels of discretion and integrity, with sound knowledge of GDPR and confidentiality requirements.</li> <li>- Strong organisation and prioritisation skills, able to manage competing deadlines in a fast-paced environment.</li> <li>- Collaborative team working, contributing positively across the People Team and wider Society.</li> <li>- Full UK driving licence and access to a vehicle for business use.</li> </ul>



**Providing and supporting**  
valued services



**Helping to grow the**  
local economy



**Caring for our**  
health and wellbeing



**Looking after**  
our local environment

*Together we are*

**Your Purpose** – *I will contribute to my team and the Society's ongoing success in this role by...*

## Your duties and responsibilities:

- Leading and developing People policies, procedures and guidance to ensure consistency, legal compliance and alignment with Society needs and THRIVE values.
- Planning and managing structured review cycles for policies and processes in line with OD governance and legislative updates.
- Engaging and communicating with stakeholders across the Society, working with Learning and Development to design and deliver policy training.
- Partnering and advising the wider People Team and managers to ensure consistent interpretation and application of policies.
- Conducting and reporting internal HR audits, identifying risks, gaps and improvement actions.
- Monitoring and auditing high-risk compliance areas such as right to work, visas, DBS, colleague records and other employment checks to maintain Home Office and regulatory compliance.
- Providing and guiding expert advice on complex policy matters to managers, People Team colleagues and leaders.
- Researching and horizon-scanning employment law developments and HR best practice to keep policies current.
- Maintaining and reviewing collective bargaining and facilities agreements, ensuring compliance with trade union commitments.
- Building and strengthening effective working relationships across the Society and with recognised unions.
- Maintaining and recording accurate policy documentation and audit evidence in line with governance requirements.
- Supporting and enabling People Business Partners with implementation of HR initiatives and organisational change projects.
- Improving and simplifying people processes to strengthen manager capability and reduce administration.
- Representing and supporting the Society in internal and external audits of people policies and processes.
- Updating and maintaining the colleague handbook and policy library to ensure clarity and accessibility.

## Together we THRIVE...



- **Trustworthy** – we do what we say we’ll do and trust others to deliver to the best of their ability
- **Helpful** - we support and challenge each other collaboratively, no matter the role or level.
- **Respectful** - we listen to other views and opinions with consideration and celebrate differences.
- **Inspiring** - we role model what good looks like and lead by example to be better.
- **Valued** - we recognise achievements and appreciate everyone’s contributions.
- **Empowered** - we listen and encourage each other to take opportunities.

### Your Approach – *how you will contribute to your team and the Society’s ongoing success in this role.*

<p><b>I will be trustworthy by:</b></p>	<ul style="list-style-type: none"> <li>- Writing clear, compliant policies and following through on commitments.</li> <li>- Handling sensitive matters with discretion, integrity and sound judgement.</li> <li>- Ensuring policies reflect legislation, best practice and Society values.</li> <li>- Owning outcomes and delivering accurate guidance managers can rely on.</li> </ul>
<p><b>I will be helpful by:</b></p>	<ul style="list-style-type: none"> <li>- Providing practical guidance that supports confident, consistent management decisions.</li> <li>- Translating complex legal requirements into clear, plain-English policy advice.</li> <li>- Supporting teams through change with empathy, clarity and calm direction.</li> <li>- Responding promptly to queries with solutions focused on real outcomes.</li> </ul>
<p><b>I will be respectful by:</b></p>	<ul style="list-style-type: none"> <li>- Applying policies fairly, listening carefully and valuing different perspectives.</li> <li>- Working collaboratively with colleagues, managers and union representatives.</li> <li>- Promoting dignity at work in every policy and conversation.</li> <li>- Encouraging open discussion while maintaining professionalism and confidentiality.</li> </ul>
<p><b>I will inspire others by:</b></p>	<ul style="list-style-type: none"> <li>- Championing better ways of working across people policy and governance.</li> <li>- Building credibility as a trusted, constructive voice on compliance matters.</li> <li>- Encouraging managers to lead confidently and fairly through clear guidance.</li> <li>- Promoting continuous learning in employment law and people practice.</li> </ul>
<p><b>I will value people by:</b></p>	<ul style="list-style-type: none"> <li>- Building strong relationships across teams to support shared understanding.</li> <li>- Recognising contributions and celebrating improvements in people compliance.</li> <li>- Supporting colleagues’ development through clear guidance and shared learning.</li> <li>- Creating policies that improve colleague experience and organisational trust.</li> </ul>
<p><b>I will empower others by:</b></p>	<ul style="list-style-type: none"> <li>- Simplifying processes so managers can act confidently and compliantly.</li> <li>- Providing tools and guidance that support effective self-service management.</li> <li>- Taking initiative to improve systems, policies and governance controls.</li> <li>- Encouraging ownership of people practices across the Society.</li> </ul>