

About us...

Lincolnshire



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*

Job purpose:

- Ensuring the successful delivery of a set of related projects and initiatives to enable the delivery of our strategy, while also ensuring the project deliverables are met within the agreed timeframe and to budget.
- Providing coaching and mentoring across the Society to support the development of project management principles at Lincolnshire Co-op.

You'll report to:

- Chief Transformation Officer

Your hours:

- 39 hours per week.
- Typical working hours will be Monday – Friday, 8.30am – 5.00pm.

Financial responsibility:

- Wide ranging, depending on the project in flight.

Your relationships:

- Collaborate closely with Leadership and Executive Lead sponsors to ensure programme objectives align with strategic priorities and receive appropriate governance support.
- Work alongside the PMO to co-ordinate project methodologies, share best practice and maintain consistent programme delivery standards.
- Partner with the financial team, including the Head of Financial Planning and Analysis to monitor budgets, control costs and ensure financial transparency throughout programme delivery.
- Engage with a broad network of internal stakeholders such as IT, Communications, Marketing, People Operations, and Health and Safety teams to align project activities with organisational policies and operational requirements.
- Develop and maintain strong relationships with external contacts, partners and suppliers relevant to each project, developing collaboration and ensuring delivery of quality outcomes.
- Liaise with Risk and Compliance functions to identify, assess and mitigate risks associated with programme activities and ensure adherence to regulatory standards.
- Communicate regularly with end-users and business units impacted by projects to understand needs, manage expectations and secure engagement and adoption.
- Co-ordinate with external auditors and assurance teams to provide evidence of governance, controls and programme performance as required.

What you'll bring to us:

- Educated to degree level or possess equivalent relevant experience in programme or project management, providing a strong foundation in managing complex initiatives.
- Hold a PRINCE2 or equivalent recognised project management certification, demonstrating expertise in structured project governance and best practices.
- Proven track record of successfully delivering complex, multi-stakeholder projects and programmes on time, within scope and budget, while managing competing priorities.
- Experience leading large-scale digital transformation programmes that modernise operations and drive business value across diverse sectors.
- Strong organisational skills, capable of managing multiple concurrent projects and deadlines effectively without compromising quality.
- Skilled in identifying, assessing, and mitigating project risks, issues, and dependencies to ensure successful delivery and minimal disruption.
- Experienced in managing project budgets, tracking spend and ensuring cost control while maximising return on investment.
- Excellent communication and influencing skills, able to engage and align stakeholders at all levels including senior executives and boards.
- Coaching leadership style aligned with our THRIVE values, creating a collaborative environment that encourages continuous development and high performance.
- Ability to translate complex technical and strategic concepts into clear, actionable plans for diverse audiences.
- Experience working across multiple sectors or within complex organisational structures, adapting approaches to suit varying business needs.
- Strong understanding of project governance frameworks and compliance standards, ensuring adherence to organisational and regulatory requirements.
- A full driving licence and access to a vehicle for business use.



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...

<div>Your duties and responsibilities:</div>	<ul style="list-style-type: none">- Planning and leading the delivery of strategic projects to ensure alignment with organisational priorities and intended outcomes.- Adhering to and continually developing Lincolnshire Co-op’s programme governance frameworks to uphold robust decision-making and compliance.- Defining expected benefits and producing benefits realisation plans to ensure measurable value is delivered and sustained beyond project closure.- Identifying and managing interdependencies across constituent projects to maintain strategic alignment and efficiency across the programme.- Developing comprehensive programme plans with clear timelines, critical milestones, deliverables and success criteria.- Creating and maintaining programme budgets, ensuring optimal use of resources while delivering within scope and financial constraints.- Assessing and mitigating programme-level risks and issues, including escalation management from individual projects to prevent disruption.- Ensuring compliance with legal, regulatory and organisational policies across all project and programme activities.- Executing stakeholder engagement strategies that build trust, enable feedback, and align support at all levels.- Managing expectations and effectively communicating programme status, risks, and decisions to executive sponsors and senior leadership.- Building and maintaining strong relationships with internal and external partners to support collaborative delivery.- Coaching and mentoring Project Managers and business leads to strengthen project management capabilities across the organisation.- Implementing timely corrective actions when programmes deviate from agreed plans, mitigating delays and ensuring delivery continuity.- Assessing the impact of change requests on the overall programme and managing change control processes appropriately.- Developing and delivering a clear programme communication plan to ensure consistent, transparent information flows across all stakeholders.- Preparing and presenting programme status updates and reports, providing visibility of progress, risks and achievements.- Completing all programme documentation in accordance with internal standards and governance proportional to project scale.- Embedding continuous improvement by capturing lessons learned and applying insights to enhance future delivery.- Guiding teams through organisational change, promoting adoption, managing resistance and supporting successful transitions.- Tracking KPIs, monitoring overall performance and adjusting plans to ensure successful programme outcomes.
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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.*

I will be trustworthy by:

- Delivering consistent results by meeting commitments on time, within scope and budget.
- Demonstrating reliability by following through on promises and communicating transparently.
- Acting with integrity by owning outcomes, whether successful or challenging.
- Upholding confidentiality and honesty in all stakeholder and team interactions.

I will be helpful by:

- Pro-actively identifying and removing obstacles before they impact delivery.
- Offering guidance and resources without being asked to empower others.
- Listening attentively to concerns and following up until resolved.
- Creating a supportive environment where questions and collaboration are always welcome.

I will be respectful by:

- Valuing diverse perspectives by encouraging all voices and recognising contributions.
- Facilitating inclusive discussions by ensuring equal opportunity to speak and be heard.
- Respecting others' time, boundaries and ways of working.
- Addressing disagreements professionally, with empathy and fairness.

I will inspire others by:

- Communicating a compelling vision that links work to meaningful impact.
- Demonstrating optimism, resilience, and creative problem-solving under pressure.
- Encouraging calculated risks and celebrating innovation and progress.
- Leading by example with enthusiasm, integrity, and consistent positivity.

I will value people by:

- Investing in people's growth by understanding their aspirations and supporting development.
- Recognising individual and team contributions in visible, meaningful ways.
- Providing constructive feedback and celebrating progress, not just outcomes.
- Creating opportunities for advancement and visibility within the Society.

I will empower others by:

- Delegating responsibility with real authority, not just tasks.
- Trusting others to lead and supporting decisions even when approaches differ.
- Building confidence through stretch assignments and coaching.
- Enabling safe spaces to try, fail, learn and grow without fear.



Your behaviours

- Adhering to Principles and Values** – responding suitably to values-led decisions
- Presenting and Communicating Information** – translating information appropriately
- Relating and Networking** – sharing knowledge to develop and learn from others
- Working with People** – building a strong and adaptable team

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

I will adhere to the principles and values of the Society by:	<ul style="list-style-type: none">- Being honest, transparent and consistent in all actions and communications.- Treating others with dignity and respect, valuing their diversity and different perspectives.- Listening actively and consider the opinions of others.- Taking accountability for my actions and decisions.- Fostering a spirit of teamwork, co-operation and positive relationships.
I will present and communicate information clearly by:	<ul style="list-style-type: none">- Tailoring my communication to the level of understanding and background of the audience.- Paying close attention to others when they speak.- Providing examples to illustrate complex concepts to make my message more relatable.- Encouraging feedback and questions from colleagues to clarify understanding.
I will build a network of customers and colleagues by:	<ul style="list-style-type: none">- Offering value to my network by sharing relevant insights, information, or resources.- Fostering genuine relationships by demonstrating authenticity and integrity in my interactions.- Proactively engaging with internal and external stakeholders to encourage collaboration, share insights and align programme goals with customer and business needs.- Establishing regular communication channels such as forums, briefings and feedback loops to build trust, encourage transparency, and maintain strong, mutually beneficial relationships.
I will work collaboratively with my colleagues by:	<ul style="list-style-type: none">- Demonstrating an interest in and understanding of others.- Recognising and rewarding the contribution of others.- Listening and consulting with others and communicating appropriately.- Supporting and caring for colleagues.- Developing and openly communicating self-insight such as an awareness of own strengths and weaknesses.