

About us...



Lincolnshire Co-op, based in the historic city of Lincoln, is one of the most successful and progressive independent co-operatives in the country, with an annual turnover in excess of £300 million.

Essential Information – what you need to know

<p><b>Job purpose:</b></p>	<ul style="list-style-type: none"> <li>- Taking ownership of setting up our new centralised customer care function sitting within the Membership team.</li> <li>- Overseeing the creation and implementation customer care policies, procedures, service level agreements and a complaint resolution satisfaction monitoring process.</li> <li>- Taking responsibility for delivering exceptional customer care support</li> <li>- Maintaining high customer satisfaction, resolving escalated issues and implementing strategies to improve the overall customer experience.</li> </ul>
<p><b>You'll Report to</b></p>	<ul style="list-style-type: none"> <li>- Member Engagement 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>- Key internal relationships include colleagues from Communication and Marketing teams.</li> <li>- Trading area leads.</li> <li>- Colleagues within the wider organisation which include People, Health &amp; Safety, Learning &amp; Development, etc.</li> <li>- Customers at all levels and partners from our local community groups</li> </ul>
<p><b>What you'll bring to us:</b></p>	<ul style="list-style-type: none"> <li>- Proven experience in a customer service role or a related field.</li> <li>- Excellent communication and written skills, with proven ability to listen, influence and effectively communicate ideas, proposals and resolve issues.</li> <li>- Analytical mindset with proficiency in data entry, analysis and reporting.</li> <li>- Problem-solving skills and the ability to handle escalated situations with tact and diplomacy.</li> <li>- Highly customer and service centric, both externally and internally with colleagues</li> <li>- Good problem-solving skills</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:

- Developing and implementing customer care policies, procedures and service level agreements to improve overall customer satisfaction.
- Efficiently handling incoming customer calls, to be dealt with at initial point of contact where possible.
- Handling and taking ownership of escalated customer enquiries or complaints, ensuring timely and satisfactory resolution while maintaining a professional and empathetic approach.
- Recording customer complaints accurately and with an appropriate level of detail, including resolution steps and final outcome.
- Monitoring and analysing customer feedback and addressing concerns.
- Developing and monitoring root cause analysis to provide insight and recommendations for customer service improvements.
- Proactively implementing solutions to enhance customer satisfaction.
- Keeping updated on industry trends and best practices in customer service.
- Establishing and tracking key performance indicators (KPIs) to assess the effectiveness of customer service efforts, making data-driven recommendations to improve service quality.
- Working closely with other Society teams to relay customer feedback and contribute to the improvement of products/services.
- Continuously reviewing and refining customer service processes, identifying areas for improvement and implementing necessary changes.
- Following our data protection policies and ensuring compliance with the General Data Protection Regulations (GDPR) to safeguard all data provided to the Society.
- Completing any other general administrative and customer-focused duties that may be reasonably required within the scope of the role.



## Together we are...

- **Helpful** – we'll look for ways to make a difference
- **Inspiring** – we'll help everyone be the best they can be
- **Trustworthy** – we can be relied on

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

### I will be helpful by:

- Responding positively to requests from colleagues and customers.
- Trying to get it right first time.
- Resolving customer complaints and take corrective action.
- Sharing my knowledge with my colleagues.
- Offering to help before being asked.
- Going above and beyond.
- Contributing to the team and its success.

### I will inspire others by:

- Supporting and encouraging one another.
- Being a positive role model.
- Listening and learning from my colleagues and line manager.
- Building strong relationships with customers and colleagues.
- Suggesting new ideas and trying new things.
- Taking pride in my work and celebrating success.

### I will be trustworthy by:

- Using good judgement in all situations.
- Being open and honest.
- Take responsibility for my work and delivering positive outcomes.
- Treating everyone fairly and with respect.
- Doing my best for each other and our communities.