

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>- To establish clear category strategies for areas of responsibility (across Food and Health and Beauty), based on sound customer and market insights to define the role the categories play in our core shopping missions by store format.</li> <li>- To develop a clear strategy for the part Co-op own brands play in maximising the return from the micro space occupied by each category within areas of responsibility.</li> <li>- To provide a full and complete service in terms of day to day category management to deliver the category strategies for given categories within the Society range. This will include, but is not limited to, the accumulation of clear customer insight, the management of store range and planograms, an overview of pricing (including price checking local competitors), margin and waste and its causes, supplier performance management, and an overview of the Society promotional offer.</li> <li>- To work collaboratively with other areas of the Category and Food / Pharmacy Store operations teams as well as with the wider business.</li> </ul>
<p><b>You'll report to:</b></p>	<ul style="list-style-type: none"> <li>- Head of Commercial</li> </ul>
<p><b>Your hours</b></p>	<ul style="list-style-type: none"> <li>- 39 hours per week</li> </ul>
<p><b>Your relationships:</b></p>	<ul style="list-style-type: none"> <li>- Colleagues within the wider organisation which including trading area teams, Finance, Health and Safety, Information Systems and Procurement.</li> <li>- Colleagues within the Commercial Operations Management team.</li> <li>- Internal and external stakeholders throughout the supply chain.</li> </ul>
<p><b>What you'll bring to us:</b></p>	<ul style="list-style-type: none"> <li>- Previous experience in a category management role is essential.</li> <li>- Experience in a retail operations environment with an understanding of the supply chain is desirable.</li> <li>- Proven ability in building relationships both internally and externally.</li> <li>- A demonstrable commercial understanding of how to stand out against local competition.</li> <li>- Experience in improving business performance and budget adherence.</li> <li>- A pro-active nature with a willingness to investigate problems and suggest solutions.</li> <li>- Strong analytical and problem-solving skills.</li> <li>- Excellent communication and negotiation abilities.</li> <li>- Excellent problem solver and decision maker with exceptional client focus.</li> <li>- Hold a full 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:

- Establishing and periodically reviewing category strategies for areas of responsibility that are based on customer insight to maximise return from space in stores.
- Establishing a methodology and regular series of category reviews to inform macro space allocation, pricing strategy and range reviews.
- Owning the final planograms for the areas under your control, making sure amendments are made so they are fit for the Society and for the inclusion of the local product range.
- Ensuring plans are complete and available to stores within published timetables.
- Monitoring, understanding and intervening (where necessary) the on-shelf availability and waste statistics across the store portfolio, understanding the causes for any deviations and suggesting measures to bring availability back to agreed targets.
- Taking responsibility for maintaining the gross margin within your category and to suggest price changes to maintain it at pre-established levels.
- Having a clear understanding of system rules around pricing and to have an awareness of competitor pricing, alongside maintaining the pricing for any KVI's and proposing changes where necessary to protect gross margin.
- Reviewing the imported data from FRTS and ensure accuracy at all times, recognising any errors and making sure this is fed back to the relevant data management teams.
- Owning cost and retail pricing (and other relevant data) management in the system with regard to the locally sourced products in your category.
- Populating ongoing reporting which analyses sales, margin, waste and availability for the products in your category.
- Actively participating in internal trading meetings by giving your opinions on category performance (including sales, margin, waste and availability), opportunities and threats.
- Continually reviewing waste reports and recommending whether to intervene to reduce the waste cost of an individual product through a number of methods.
- Monitoring the performance of local suppliers, ensuring that the Society receives the best quality of service regarding supply, pricing, delivery frequency and product range.
- Working closely with the Category Analysts and follow a due process to ensure that stock (including seasonal and promotional) is managed appropriately through the business.
- Maintaining the pricing of seasonal lines and the regular category level reporting of seasonal.
- To ensure that the Society trades legally and ethically.



## 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:

- Understanding the needs of the situation.
- Seeing things from all perspectives.
- Responding positively to requests from colleagues and customers.
- Trying to get it right first time.
- Resolving customer complaints and taking 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.
- Prioritising the work that will have the biggest impact.

### 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.
- Involving people and working together.
- Welcoming input from anyone that can help us to improve.
- Being aware of my strengths and areas for development.
- Looking to learn and grow.
- Taking pride in my work and celebrating success.

### I will be trustworthy by:

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

## Your leadership behaviours



- Adhering to Principles and Values – responding suitably to values-led decisions
- Presenting and Communicating Information – translating information appropriately
- Leading & Supervising – setting a clear direction for 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:

- 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:

- 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 lead my team effectively by:

- Setting appropriate standards of behaviour.
- Delegating work appropriately and fairly.
- Motivating and empowering my team.
- Providing colleagues with development opportunities and coaching.

### I will work collaboratively with my colleagues by:

- 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.