

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>Job purpose:</p>	<ul style="list-style-type: none"> - Being the first point of contact for visitors, clients and colleagues, taking responsibility for creating a welcoming and professional environment. - Managing front desk operations, handling communications and providing administrative support to ensure the smooth running of daily activities.
<p>Your hours</p>	<ul style="list-style-type: none"> - 37.5 hours per week (FTE)
<p>You'll report to</p>	<ul style="list-style-type: none"> - Facilities Manager
<p>Your relationships:</p>	<ul style="list-style-type: none"> - Your line manager and other colleagues from across the Support Centre. - Your colleagues within the wider organisation which include Community, Membership, Human Resources, Health & Safety, Learning & Development, etc. - Your customers and partners from our local community groups.
<p>What you'll bring to us:</p>	<ul style="list-style-type: none"> - Previous in a similar role would be beneficial, however full training will be provided. - Good literacy and numeracy skills and proficient in the use of Office 365. - Knowledge of Lincolnshire Co-op and of the Co-operative business model, demonstrating values that would support our purpose and approach. - Excellent interpersonal skills, demonstrating high levels of professionalism at all times. - A pro-active, enthusiastic and confident nature.



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:

- Welcoming visitors and ensuring they are directed to the appropriate person or department.
- Managing the reception area, keeping it tidy, organised and presentable at all times.
- Answering and directing phone calls promptly and professionally.
- Responding to emails and enquiries, forwarding them to the relevant teams where necessary.
- Handling incoming and outgoing post, parcels and courier deliveries.
- Organising and maintaining a visitor log, issuing visitor passes and notifying colleagues of arrivals.
- Ensuring compliance with security, health and safety protocols.
- Scheduling and co-ordinating appointments, meetings and conference room bookings if needed.
- Monitoring and ordering office supplies to ensure adequate stock levels are maintained.
- Providing general administrative support, including filing, data entry and document preparation, among other administrative duties.
- Assisting with the organisation of events or meetings, ensuring all arrangements are in place.
- Liaising with building management for maintenance issues or facility-related matters.
- Delivering excellent customer service by addressing client queries and concerns promptly.
- Resolving minor issues independently and escalating more complex matters appropriately.



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.
- Being approachable and available when colleagues need support.
- Adapting quickly to changes or new requests.

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.
- Recognising and appreciating the achievements of others.
- Demonstrating a positive attitude, even in challenging situations.
- Encouraging innovation and creativity within the team.

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.
- Following through on promises and commitments.
- Protecting confidential information and respecting privacy.
- Owning mistakes and learning from them.
- Providing accurate and honest feedback to help others improve.
- Acting consistently with the Society's purpose and approach.



Your behaviours

- Adhering to Principles and Values
- Leading and Supervising
- Delivering Results and Meeting Customer Expectations
- Working with People

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

<p>I will adhere to the principles and values of the Society by:</p>	<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.
<p>I will lead and supervise effectively by:</p>	<ul style="list-style-type: none"> - Providing guidance and support to team members to achieve goals. - Encouraging open communication and collaboration within the team. - Recognising and celebrating the achievements of others. - Leading by example and modelling desired behaviours. - Seeking feedback from team members to improve leadership effectiveness.
<p>I will deliver results and meet customer expectations by:</p>	<ul style="list-style-type: none"> - Setting clear expectations for outcomes with colleagues and customers. - Prioritising customer needs and feedback in my work. - Monitoring progress and adjusting actions to meet targets. - Celebrating successes and learning from challenges to improve future results. - Actively seeking customer feedback to ensure satisfaction.
<p>I will work collaboratively with my colleagues by:</p>	<ul style="list-style-type: none"> - Creating a collaborative and supportive team environment. - Actively listening to others and valuing their contributions. - Encouraging open communication and feedback within the team. - Respecting diverse perspectives and backgrounds in interactions. - Celebrating team successes and recognising individual contributions.