

## 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 work within and when necessary direct members of the store development team to execute activities supporting the delivery of store projects and merchandising intervention plans.</li> <li>- To ensure these activities are performed, efficiently, safely and right first time.</li> </ul>
<p><b>Your hours</b></p>	<ul style="list-style-type: none"> <li>- Basic 39 hours. Working across 7 days, as per the need across individual project which may include evening and weekend working.</li> </ul>
<p><b>You'll report to</b></p>	<ul style="list-style-type: none"> <li>- Store Development Team Manager</li> </ul>
<p><b>You're responsible for</b></p>	<ul style="list-style-type: none"> <li>- To help maintain the effective operations during a store interventions, deliver great customer care, presentation, and merchandising standards at all times</li> <li>- To maintain H&amp;S standards on site and actively manage all identified risks</li> <li>- To deputise in the absence of the Store Development Team Manager</li> <li>- To work cohesively with others as part of an inclusive working environment.</li> </ul>
<p><b>Your relationships:</b></p>	<ul style="list-style-type: none"> <li>- Colleagues within the food team, including commercial, operational and store development management.</li> <li>- Colleagues within the wider organisation which include Membership, Human Resources, Health &amp; Safety, Learning &amp; Development, etc.</li> <li>- Customers at all levels and suppliers\ Partners from outside the business.</li> </ul>
<p><b>What you'll bring to us:</b></p>	<ul style="list-style-type: none"> <li>- Previous experience in a similar environment is desirable, however full training will be provided.</li> <li>- Good literacy and numeracy skills.</li> <li>- Proficient in the use of Office 365 (Outlook, Word, Excel, etc.).</li> <li>- Knowledge of Lincolnshire Co-op and of the Co-operative business model, demonstrating values that would support our purpose and approach.</li> <li>- Excellent interpersonal skills, demonstrating high levels of professionalism at all times.</li> <li>- Pro-active, enthusiastic, and confident team player who will contribute to the continued success of the Society.</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:

- To deputise for the Store Development Team Manager and lead the team on site when the Store Development Team Manager is off site.
- To be a participative member of the store development team, playing an active role in offering suggestions that will benefit the team.
- To have a full understanding of each project and ensure tasks are carried out in line with the works schedule.
- Prepare risk assessments in advance of planned projects and ensure that all team members carry out individual risk assessments for unplanned tasks.
- Take responsibility for merchandising and H&S standards during refurbishments and new store setups.
- Liaise with the ranging team to ensure correct planograms are in place and issues are fed back.
- To be able to competently construct/ install various pieces of equipment and coach other team members to do the same.
- Take responsibility for the security, use and storage of vehicles, tools and equipment used by the team.
- Identify opportunities to develop the business, helping to improve sales opportunities and meet customer expectations.
- To support and encourage colleague involvement in volunteering events.
- To ensure an ongoing commitment to personal development by taking ownership of a blended learning approach of on and off the job training.
- To fully comply with the required standards of appearance and behaviour, in line with Society procedures.



## 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
- Presenting and Communicating Information
- Relating and Networking
- Working with People

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

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