

About us...



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

<p>Job purpose:</p>	<ul style="list-style-type: none"> - Processing high-volume payroll and auto-enrolment activities, ensuring accuracy and timeliness across the Society. - Maintaining payroll data integrity and compliance, meeting statutory, contractual and internal control requirements. - Supporting colleagues and managers with payroll guidance, resolving queries and improving payroll processes.
<p>You'll report to:</p>	<ul style="list-style-type: none"> - Payroll and Pensions Manager
<p>Your hours:</p>	<ul style="list-style-type: none"> - 37.5 hours per week (FTE)
<p>Your relationships:</p>	<ul style="list-style-type: none"> - Colleagues within the Payroll team, alongside colleagues from People Systems, People Operations, IT and Finance. - Colleagues within the trading areas including Food, Travel and Pharmacy among others. - Colleagues within the wider organisation which include Marketing, Health, Safety and Security, Talent Acquisition, etc. - Customers and suppliers at all levels.
<p>What you'll bring to us:</p>	<ul style="list-style-type: none"> - Experience running high-volume payrolls end-to-end across complex organisations. - Strong knowledge of payroll legislation, statutory payments and auto-enrolment processes. - Excellent organisation and attention to detail, able to manage deadlines within payroll cycles. - Confidence explaining payroll information clearly to non-technical audiences. - Ability to work independently while supporting a collaborative team environment. - Experience with payroll systems such as iTrent or similar HR/payroll platforms. - Proactive, solution-focused approach to resolving payroll queries and improving processes. - Commitment to confidentiality, accuracy and continuous professional development.

Together we are



Providing and supporting
valued services



Helping to grow the
local economy



Caring for our
health and wellbeing



Looking after
our local environment

Your Purpose – I will contribute to my team and the Society’s ongoing success in this role by...

<p>Your duties and responsibilities:</p>	<ul style="list-style-type: none"> - Processing end-to-end payroll activities, ensuring accurate payments across multiple payrolls. - Completing payroll checks and reconciliations, reviewing errors, warnings and tax code changes. - Processing auto-enrolment activities, including assessments, opt-ins/outs and payment file reconciliation. - Validating payroll reports and calculations, taking corrective action to ensure accurate payslips. - Processing starters, leavers, deductions and statutory payments, including court orders and expenses checks. - Responding to payroll and pension queries, providing clear and timely guidance to colleagues and managers. - Maintaining accurate payroll records, supporting audit requirements and GDPR compliance. - Completing system testing and UAT, supporting payroll changes and improvements. - Preparing third-party payment schedules, ensuring accuracy and approval before release. - Keeping up to date with payroll legislation, applying changes to processes and controls. - Supporting continuous improvement, updating process documents and suggesting improvements. - Collaborating with Payroll, Pensions and Finance teams, ensuring smooth payroll delivery. - Carrying out any further duties reasonably requested by your line manager or leadership team.
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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 accurate payroll and auto-enrolment processing, right first time.
- Maintaining confidentiality when handling colleague pay and personal data.
- Following payroll controls, deadlines and statutory requirements consistently.
- Communicating honestly about errors, risks or required corrections.

I will be helpful by:

- Supporting colleagues and managers with clear payroll guidance and explanations.
- Responding promptly to payroll queries with practical, solution-focused advice.
- Sharing payroll knowledge with team members to improve service quality.
- Collaborating with Payroll, Pensions and Finance teams to resolve issues.

I will be respectful by:

- Treating colleagues fairly and sensitively when handling pay queries.
- Listening carefully to concerns about pay, deductions or pension matters.
- Communicating complex payroll information in plain, accessible language.
- Valuing diverse working patterns across Food, Pharmacy, Travel and Funeral teams.

I will inspire others by:

- Role-modelling accuracy, organisation and professionalism in payroll delivery.
- Driving continuous improvement in payroll processes and controls.
- Supporting system improvements and testing to strengthen payroll quality.
- Showing pride in supporting colleagues through accurate and timely pay.

I will value people by:

- Recognising team contributions during busy payroll cycles.
- Supporting a collaborative, positive Payroll and Pensions team culture.
- Celebrating successful payroll runs and process improvements.
- Building strong relationships across the Society.

I will empower others by:

- Taking ownership of payroll tasks and meeting critical deadlines.
- Identifying errors early and suggesting process improvements.
- Managing workload confidently across multiple payroll cycles.
- Continuing to develop payroll knowledge and professional qualifications.