

About us...

Lincolnshire



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*

Job purpose:

- Supporting the accurate and timely delivery of pricing, promotions, and supply chain administration to ensure commercial and operational efficiency.
- Assisting in monitoring trends, analysing data, and providing insight to protect margin and improve performance.
- Building strong relationships with colleagues, suppliers, and partners to support smooth operations across pricing, promotions, and supply chain functions.

You'll report to:

- Commercial Administration Manager

Your hours:

- 37.5 hours per week (FTE)

Your relationships:

- Colleagues from within the Commercial team, including operational management.
- Colleagues from across Lincolnshire Co-op, including People, Learning and Development, Communications, Health, Safety and Security among others.
- Customers, clients, suppliers and stakeholders involved with our supply chain.

What you'll bring to us:

- Previous experience in a pricing, promotions, or retail operations environment (desirable).
- Strong commercial awareness, with the ability to understand competitive positioning and its impact on performance.
- Proven ability to build positive and productive relationships both internally and externally.
- Experience in using data to monitor trends, highlight risks, and suggest improvements.
- A pro-active, solution-focused mindset with the confidence to investigate and resolve issues.
- Proficiency in Office 365, especially Excel, Outlook, and Word.
- A high level of accuracy and attention to detail, with the ability to work under pressure and meet deadlines.
- An understanding of the Co-operative business model and values, with a commitment to supporting the Society's Purpose.



Providing and supporting
valued services



Helping to grow the
local economy

Together we are



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">- Maintaining an up-to-date understanding of all aspects of price maintenance to ensure accuracy and compliance.- Reviewing and processing pricing and promotional data, ensuring systems are updated correctly and on time.- Checking imported data for accuracy, identifying errors, and feeding back to relevant teams for continuous improvement.- Using pricing rules to manage known value items (KVIs), monitoring competitor pricing, and recommending changes to protect gross margin.- Ensuring promotions are set up and delivered in line with timetables, with accurate pricing and correct application of offers.- Monitoring pricing trends and providing insight to inform future promotional and pricing decisions.- Supporting the development and maintenance of pricing and promotion processes that meet commercial, legal, and ethical standards.- Processing store orders accurately and efficiently to ensure products reach stores on time and in full.- Generating and processing invoices, ensuring accuracy to avoid delays in payments or stock movement.- Managing delivery administration, including tracking deliveries, reporting missing EDNs, and escalating issues where required.- Communicating updates to stores on delivery delays, stock shortages, or substitutions clearly and promptly.- Producing accurate reports and summaries to support operational decision-making and continuous improvement.- Carrying out administrative duties, including record-keeping, filing, and order documentation.- Maintaining data integrity within supply chain systems, ensuring accuracy, compliance, and up-to-date records.- Supporting process improvements to enhance stock flow, reduce waste, and improve store service levels.- Building and maintaining strong working relationships with internal departments and external partners to support smooth operations.- Responding promptly to queries and issues raised by stores or suppliers, working alongside the Service Desk where required.- Liaising with Purchasing, Warehousing, and Store Operations to co-ordinate effective stock distribution.- Contributing to a collaborative and supportive team environment by sharing ideas and assisting colleagues during peak workload periods.- Encouraging and promoting the values and principles of the Society in all activities.
--	---



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:	<ul style="list-style-type: none">- Ensuring accuracy in pricing, promotions, and supply chain data.- Maintaining confidentiality and integrity in all commercial activities.- Delivering work reliably and meeting agreed deadlines.- Following policies, procedures, and compliance standards.
I will be helpful by:	<ul style="list-style-type: none">- Providing prompt and effective support to stores, suppliers, and colleagues.- Sharing knowledge and assisting others during busy periods.- Offering solutions to resolve operational or pricing issues.- Supporting process improvements that benefit the team and business.
I will be respectful by:	<ul style="list-style-type: none">- Building strong, collaborative relationships with internal and external stakeholders.- Communicating clearly, professionally, and with consideration for others.- Listening to feedback and incorporating it into ways of working.- Treating colleagues and partners with fairness and respect.
I will inspire others by:	<ul style="list-style-type: none">- Demonstrating a proactive, solution-focused mindset.- Contributing ideas to improve processes and enhance performance.- Promoting a positive team culture through collaboration.- Taking initiative to resolve issues and drive improvements.
I will value people by:	<ul style="list-style-type: none">- Recognising and appreciating colleagues’ contributions.- Supporting colleagues to succeed during peak or challenging periods.- Delivering high-quality work that adds value to the team.- Being adaptable and reliable to meet the Society’s needs.
I will empower others by:	<ul style="list-style-type: none">- Taking ownership of assigned tasks and responsibilities.- Using initiative to solve problems independently.- Developing skills and knowledge to support career growth.- Suggesting and implementing changes that improve efficiency.