

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 delivery and maintenance of governance, compliance and regulatory frameworks to ensure the Society meets its obligations and operates within a robust, controlled environment
- Working closely with the Head of Legal and Compliance to provide effective administrative and operational support that underpins strong governance and compliance practices

Your hours:

- 37.5 hours per week (FTE).

You'll report to:

- Head of Legal and Compliance

Your relationships:

- Managers and colleagues from across the Society.
- Colleagues within the Corporate Confidence and Assurance Team.

What you'll bring to us:

- Relevant experience in a governance, compliance or regulated-environment role and an understanding of governance and compliance frameworks.
- Strong organisational skills, with the ability to manage multiple tasks, deadlines and registers accurately.
- Professional, enthusiastic and have strong attention to detail.
- Excellent communication skills, both written and verbal.
- Collaborative approach and ability to work effectively in a team.
- The ability to work with integrity and discretion at all times, with a natural respect for confidentiality and sensitive information.
- Confidence with data and systems, including spreadsheets, document management tools and basic reporting.
- Comfort working with policies and procedures, and the ability to interpret and apply them consistently.
- A proactive and curious mindset, willing to ask questions, learn quickly and improve processes.



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:	- Supporting the Head of Legal and Compliance in identifying, assessing and mitigating regulatory risks, including tracking actions and monitoring progress - Assisting in developing, implementing and maintaining the compliance framework, ensuring that the Society meets its regulatory, legal and internal governance obligations - Contributing to internal governance activities, including preparing materials, maintaining registers and supporting the Assistant Company Secretary with governance tasks (including supporting statutory processes such as the Society’s Annual Members Meeting, the Annual Report and Director Elections) - Collating information for the quarterly horizon scanning report to the Executive Leadership Team and Board, ensuring upcoming legal and regulatory changes are identified early and proactively addressed - Supporting the delivery of compliance training, including preparing materials, tracking completion and responding to basic queries from colleagues - Assisting with maintaining compliance policies, procedures and guidance, ensuring documents are up to date, accessible and aligned with regulatory expectations - Maintaining key compliance registers, such as gifts and hospitality, conflicts of interest, breaches and incidents - Preparing compliance reports and dashboards for the Executive Leadership Team, ensuring information is accurate, timely and clearly presented - Contributing to continuous improvement, suggesting practical enhancements to processes, templates and controls
--	--



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:

- Acting with integrity and maintaining confidentiality of sensitive information.
- Supporting the compliance function to uphold a strong 'conscience' role in line with the CCA team charter.
- Demonstrating professionalism in all governance and compliance activities.
- Ensuring accuracy and reliability in information, reporting and record keeping.

I will be helpful by:

- Responding positively to colleagues' requests, providing clear and timely support.
- Developing a strong understanding of compliance principles across the Society.
- Proactively offering support and guidance before being asked.
- Providing practical and accessible advice to support colleagues.

I will be respectful by:

- Building stakeholder relationships to understand business needs and objectives.
- Supporting colleagues in a way that balances regulatory requirements with operational needs.
- Listening actively and valuing different perspectives.
- Communicating clearly and professionally in all interactions.

I will inspire others by:

- Setting a positive example through professionalism, calmness and sound judgement.
- Bringing curiosity and energy, demonstrating that compliance can be supportive.
- Encouraging a positive approach to governance and compliance.
- Showing initiative in identifying opportunities to strengthen compliance practices.

I will value people by:

- Showing appreciation for others' contributions and recognising support from colleagues.
- Working collaboratively, contributing positively to team objectives and shared goals.
- Supporting an inclusive and supportive team environment.
- Building trust through reliability and a positive approach to teamwork.

I will empower others by:

- Supporting the delivery of high-quality compliance training and horizon scanning.
- Sharing information clearly to enable confident and informed decision-making.
- Providing colleagues with the tools, guidance and insight needed to meet compliance requirements.
- Encouraging confidence and ownership in applying governance and compliance practices.