

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

<b>Job purpose:</b>	<ul style="list-style-type: none"> <li>- Providing administrative support, co-ordinating supplier contracts and ensuring compliance with property policies, procedures and standards.</li> </ul>
<b>You'll report to:</b>	<ul style="list-style-type: none"> <li>- Facilities Manager</li> </ul>
<b>Your hours</b>	<ul style="list-style-type: none"> <li>- 37.5 hours per week (FTE)</li> </ul>
<b>Your relationships:</b>	<ul style="list-style-type: none"> <li>- A wide range of internal and external contacts, networks and collaborative partnerships.</li> <li>- Key internal relationships include Trading, Finance and Property teams, as well as support teams including IT, Communications, Marketing and Health and Safety.</li> </ul>
<b>What you'll bring to us:</b>	<ul style="list-style-type: none"> <li>- Previous experience in an administrative role, preferably within facilities management or property services.</li> <li>- Strong organisational skills with the ability to manage multiple tasks and prioritise effectively.</li> <li>- Excellent communication skills, with the ability to interact professionally with internal and external stakeholders.</li> <li>- Proficiency in Microsoft Office 365, with the ability to create reports, maintain records and analyse data.</li> <li>- Understanding of health and safety regulations, property compliance requirements and contract management is desirable.</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:

- Assisting the Facilities Manager with preparing and managing documentation related to facilities management, including supplier contracts, service agreements and performance reports.
- Co-ordinating the scheduling of meetings, site visits and maintenance works, ensuring all stakeholders are informed and arrangements are in place.
- Maintaining accurate records of planned maintenance activities, compliance audits and facility inspections.
- Assisting with the management of key supplier contracts, including preparing reports for contract reviews.
- Working with suppliers to gather quotes, track progress and report on the reduction of facilities management costs.
- Assisting in maintaining the compliance and property maintenance risk register, ensuring all updates are logged and documentation is kept up to date.
- Co-ordinating compliance audits, working with the Health and Safety team to gather required information and follow up on action items.
- Helping to gather and analyse data on service performance, contributing to reports and recommendations for continuous improvement of facilities management services.
- Assisting with the co-ordination of response activities, ensuring necessary information and resources are available to address urgent situations.



## 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.

### 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.

### 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.