

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 People Business Partners in delivering a high-quality, responsive ER advisory service across the Society.
- Providing first-line support to managers and colleagues on a broad range of people-related matters, ensuring consistent and fair application of policies in line with current legislation and internal procedures.
- Contributing effectively to case management, colleague wellbeing and the smooth resolution of employee relations issues.

You'll report to:

- ER Case Manager

Your hours:

- 37.5 hours per week (FTE)

Your relationships:

- SME's, managers and colleagues across the Society.
- Colleagues from across Lincolnshire Co-op, including People, Learning and Development, Communications, Health, Safety and Security among others.
- Customers, clients, suppliers and stakeholders from local community groups.

What you'll bring to us:

- Experience in a similar HR advisory role, ideally within a large, multi-site organisation.
- CIPD qualified (or working towards accreditation) with up-to-date knowledge of employment law and HR best practice.
- Ability to provide confident, clear and practical advice across all aspects of employee relations.
- Skilled in managing and advising on absence, disciplinary, grievance, probation and flexible working cases.
- A confident communicator with strong written and verbal skills, capable of working with stakeholders at all levels.
- Excellent interpersonal and coaching skills to support managers in handling people issues effectively and fairly.
- Able to manage sensitive information with discretion, and a strong working knowledge of GDPR.
- Strong organisational and time management skills, with the ability to prioritise and work under pressure.
- Full UK driving licence and access to a vehicle for business use.



Providing and supporting
valued services

Together we are



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...*

Your duties and responsibilities:

- Acting as the first point of contact for managers and colleagues on HR-related queries, providing clear and timely advice in line with policy and legislation.
- Managing a range of employee relations cases, including absence, performance, grievance, probation and disciplinary matters, escalating when appropriate.
- Supporting and coaching line managers to apply HR policies consistently and confidently across all business areas.
- Conducting disciplinary and investigation meetings and supporting with documentation, including outcome letters and case notes.
- Co-ordinating occupational health referrals and supporting colleagues with return-to-work plans and wellbeing resources.
- Managing and responding to flexible working requests, including drafting formal outcome letters.
- Supporting data compliance within the team, including processing subject access requests in line with GDPR requirements.
- Advising on and supporting organisational change activity, such as TUPE transfers, restructures and redundancies.
- Assisting the People Business Partners with the implementation of HR initiatives and projects across the Society.
- Providing HR support during formal investigations and producing documentation to support outcomes.
- Building effective working relationships with managers and colleagues across the business.
- Maintaining accurate records and case files in line with internal procedures and audit requirements.



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:	- Giving clear, consistent advice based on policy and employment law. - Handling sensitive information confidentially and in line with GDPR. - Taking ownership of ER cases from start to finish. - Following through on actions with integrity and professionalism.
I will be helpful by:	- Supporting line managers through complex people issues. - Providing guidance that’s practical, fair, and people focused. - Responding quickly to queries and requests for help. - Collaborating across teams to deliver great service.
I will be respectful by:	- Treating all colleagues with fairness, empathy and discretion. - Listening to different perspectives and acting without bias. - Promoting inclusive and respectful working relationships. - Supporting a culture where people feel heard and valued.
I will inspire others by:	- Coaching others to build confidence in handling people matters. - Leading by example with a calm, considered approach. - Promoting best practice and continuous improvement. - Being a role model for professionalism and care.
I will value people by:	- Recognising the contributions and challenges of colleagues. - Creating a positive experience during difficult conversations. - Offering reassurance and clarity in times of change. - Encouraging others to develop and grow through feedback.
I will empower others by:	- Helping managers make informed, confident decisions. - Encouraging responsibility and autonomy in people matters. - Sharing tools and resources to support self-service. - Taking initiative to solve problems and suggest improvements.