

## 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:

- Shaping and delivering an experience strategy that enables our people to thrive across the colleague lifecycle, from joining through to development and retention.
- Leading the Society's approach to learning, leadership capability, engagement and inclusion, ensuring alignment to business priorities and Purpose Beyond Profit 2030.
- Translating insight, data and external best practice into practical, measurable interventions that strengthen culture, capability and colleague experience.

### You'll report to:

- Chief People and Operations Officer

### You're responsible for:

- Operational learning
- Leadership capability
- Equality, Diversity and Inclusion (EDI)
- Engagement

### Your hours:

- 39 hours per week

### Your relationships:

- Collaborate closely with executive leaders and senior sponsors to ensure all experience programmes align with strategic priorities, culture and capability goals.
- Work alongside People Business Partners, Talent Acquisition and the People Operations team to co-ordinate end-to-end development strategies.
- Partner with Finance colleagues, including the Head of Strategic Finance, to forecast and monitor budgets.
- Engage with stakeholders across IT and Digital, Communications, Marketing, Central Operations and Health, Safety and Security among others to ensure alignment and integration of learning activities with operational delivery and business standards.
- Develop and maintain strong relationships with external learning partners, providers, community groups and awarding bodies to ensure quality, compliance and innovation.
- Liaise with regulatory bodies, risk and audit teams and apprenticeship agencies to ensure adherence to standards, reporting requirements and funding rules.
- Communicate regularly with learners, line managers, mentors, and stakeholders to understand development needs, secure buy-in and promote adoption.

### What you'll bring to us:

- Proven experience in leading talent development, EDI and people experience functions, ideally in a complex, customer-facing or multi-site environment is desirable.
- Demonstrable success in designing and implementing large-scale, high-impact strategies aligned to organisational priorities.
- Extensive leadership experience of managing a team of people across a range of environments.
- Excellent coaching and facilitation skills, ideally with a background in leadership or behavioural development.
- Ability to translate business challenges into practical learning interventions with measurable outcomes.
- Pragmatic thinking that balances a strategic approach with hands-on delivery.
- Strong analytical mindset, with the ability to interpret data and evaluate experience effectiveness and ROI.
- Skilled at building and maintaining trusted partnerships with senior stakeholders and cross-functional teams.
- A values-led individual with a clear understanding of equality, diversity, and inclusion at all levels.
- Financial acumen, including experience in managing budgets and delivering cost-effective solutions.
- Confident and credible in influencing, presenting and offering challenge to senior stakeholders, demonstrating clear communication and strategic insight.
- Demonstrates a flexible, forward-thinking approach coupled with strong commercial awareness and a continuous improvement mindset.
- Familiarity with HRIS, including learning management systems, talent platforms, survey providers and digital learning tools.
- A recognised qualification (e.g., CIPD, ILM, CMI, or equivalent), alongside a coaching or psychometric accreditation (e.g. SHL, Hogan) would be highly desirable.
- A genuine passion for enabling others to grow, perform, and succeed.
- A full driving licence and access to a vehicle for business use.

### Financial responsibility:

- Managing the team budget, ensuring effective use of resources aligned to strategic priorities.
- Evaluating return on investment for colleague experience initiatives, ensuring value for the Society.

## 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...

### Your duties and responsibilities:

- Leading the development and delivery of a cohesive colleague experience strategy that spans the colleague lifecycle, ensuring alignment to organisational priorities.
- Shaping a clear and consistent approach to colleague experience across all trading areas and the Support Centre, balancing local flexibility with organisational standards.
- Defining and embedding key colleague experience principles and frameworks that guide how leaders and teams create positive, values-led environments.
- Owning the Society's approach to learning and development, ensuring provision is relevant, accessible and aligned to current and future capability needs.
- Designing and evolving leadership development pathways that strengthen capability at all levels and support a consistent leadership culture.
- Embedding inclusive practices across all colleague experience activity, ensuring fairness, accessibility and a genuine sense of belonging.
- Using colleague engagement data, feedback, exit insights and external benchmarks to identify trends and prioritise action.
- Translating insight into practical interventions that improve colleague experience, engagement and organisational performance.
- Establishing clear measures of success, tracking outcomes and continuously evaluating the impact of colleague experience initiatives.
- Partnering with senior leaders to influence thinking, challenge constructively and embed people priorities within business plans.
- Aligning colleague experience activity with wider People strategy, ensuring consistency and cohesion with talent acquisition, reward, OD and people operations.
- Reviewing external market trends, emerging practices and technology to continuously evolve and modernise the colleague experience offer.
- Leading the development and implementation of frameworks, tools and resources that enable leaders to take ownership of colleague experience locally.
- Driving consistency in how colleague experience is delivered across the Society, ensuring a high-quality and equitable approach.
- Championing continuous improvement, identifying opportunities to simplify, streamline and enhance processes and colleague interactions.
- Overseeing the effective use of external partners and providers, ensuring quality, value for money and alignment to organisational needs.
- Leading and developing a high-performing team, creating clarity, accountability and opportunities for growth.
- Building capability within the team to deliver both strategic thinking and high-quality operational delivery.
- Supporting organisational change initiatives by ensuring colleague experience and engagement are considered throughout design and implementation.
- Contributing to wider People Leadership Team priorities, supporting cross-functional collaboration and delivery.
- Acting as a visible and credible senior leader, championing the People agenda and role modelling the Society's values.



## 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.*

<b>I will be trustworthy by:</b>	<ul style="list-style-type: none"> <li>- Using data and insight to inform balanced, evidence-based people decisions.</li> <li>- Building credibility with leaders through consistent, commercially aligned delivery.</li> <li>- Acting with integrity when shaping colleague experience and inclusion strategies.</li> <li>- Creating clarity through transparent communication of progress and outcomes.</li> </ul>
<b>I will be helpful by:</b>	<ul style="list-style-type: none"> <li>- Partnering with leaders to translate people strategy into practical solutions.</li> <li>- Providing expert guidance on colleague experience priorities.</li> <li>- Supporting managers to confidently lead development, performance and engagement.</li> <li>- Removing complexity to make colleague experience simple, accessible and effective.</li> </ul>
<b>I will be respectful by:</b>	<ul style="list-style-type: none"> <li>- Embedding inclusive practices across all colleague experience activity.</li> <li>- Listening to colleague feedback and acting on insight to improve experiences.</li> <li>- Valuing diverse perspectives when shaping learning and engagement approaches.</li> <li>- Ensuring fair and consistent access to development and career opportunities.</li> </ul>
<b>I will inspire others by:</b>	<ul style="list-style-type: none"> <li>- Creating a compelling vision for colleague experience aligned to Society purpose.</li> <li>- Championing development, growth and continuous improvement across the Society.</li> <li>- Encouraging innovation in how learning, engagement and experience are delivered.</li> <li>- Connecting people initiatives to meaningful outcomes for colleagues and the business.</li> </ul>
<b>I will value people by:</b>	<ul style="list-style-type: none"> <li>- Recognising and enhancing key moments that matter across the colleague lifecycle.</li> <li>- Using insight to continuously improve the colleague experience proposition.</li> <li>- Designing initiatives that reflect colleague needs and organisational priorities.</li> <li>- Ensuring colleague voices influence decisions, shaping meaningful experiences.</li> </ul>
<b>I will empower others by:</b>	<ul style="list-style-type: none"> <li>- Enabling leaders to take ownership of colleague experience within their teams.</li> <li>- Providing tools, frameworks and insight to support confident decision-making.</li> <li>- Encouraging teams to test, learn and continuously improve people practices.</li> <li>- Building capability across the organisation to deliver consistent colleague experiences.</li> </ul>



## Your behaviours

**Creating and Innovating** – Designing forward-thinking people experience solutions

**Learning and Researching** – Using insight and data to drive informed decisions

**Persuading and Influencing** – Influencing leaders to adopt impactful people strategies

**Relating and Networking** - Building relationships across diverse stakeholder groups

**Working with People** – Leading, developing and empowering high-performing teams

### Your Behaviours – *how you will contribute to your team and the Society's ongoing success in this role.*

#### I will create and innovate by:

- Actively brainstorming new ideas and approaches in my work.
- Embracing a mindset of curiosity and exploration.
- Collaborating with others to spark creativity and innovation.
- Encouraging a culture of experimentation and learning from failure.
- Taking calculated risks to push boundaries and explore new possibilities.

#### I will learn and research effectively by:

- Actively seeking out new knowledge and skills to enhance performance.
- Sharing insights and learnings with colleagues to promote a culture of growth.
- Engaging in continuous professional development through training and education.
- Encouraging curiosity and a desire to learn within the team.
- Evaluating and reflecting on personal and team learning experiences

#### I will persuade and influence others by:

- Communicating ideas clearly and confidently to gain support.
- Understanding the perspectives of others to build rapport and trust.
- Actively listening to feedback and adapting messages accordingly.
- Demonstrating credibility through knowledge and expertise.
- Encouraging collaboration and consensus-building in decision-making.

#### I will relate and network effectively with stakeholders by:

- Building and maintaining positive relationships with colleagues and stakeholders.
- Actively engaging in networking opportunities to enhance collaboration.
- Sharing information and resources to support others.
- Demonstrating empathy and understanding in interactions.
- Encouraging a culture of inclusivity and respect within the team.

#### I will work with people collaboratively by:

- Creating a collaborative and supportive team environment.
- Actively listening to others and valuing their contributions.
- Encouraging open communication and feedback within the team.
- Respecting diverse perspectives and backgrounds in interactions.
- Celebrating team successes and recognising individual contributions.