

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 Learning and Development team to deliver a blended approach to learning to maximise colleague potential.
- Providing efficient, accurate and timely support, advice and guidance to our colleagues about learning, performance and development.

You'll report to:

- Learning Business Partner

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, Talent Acquisition, Communications, Health, Safety and Security among others.
- Customers, clients, suppliers and stakeholders from local community groups.

What you'll bring to us:

- Excellent presentation and facilitation skills, holding a relevant qualification to recognise this.
- Can demonstrate resilience and adaptability to change in a fast-paced environment.
- Experience within a multi-site organisation and/or a retail environment is highly desirable.
- The ability to build strong relationships at all levels and to coach and guide colleagues on a variety of learning and development solutions.
- Experience of digital solutions within a learning and development environment.
- Strong proficiency in Office 365 applications.
- Good time management and quick to learn new skills with a track record of achievements through effective coaching and development.
- Excellent verbal and written communication skills.
- Hold a full driving licence and access to a vehicle for business use.



**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:

- Identifying training and development needs by engaging with stakeholders, analysing performance data, and understanding trading area priorities.
- Designing and developing bespoke learning solutions using a blended approach, incorporating face-to-face, virtual, and digital elements.
- Working independently or collaboratively to apply creative thinking in the development of effective, engaging, and inclusive learning interventions.
- Supporting the continuous improvement and delivery of the onboarding and induction process to ensure new starters are welcomed and prepared for success.
- Creating and delivering engaging and relevant training across a range of topics using appropriate methods including classroom sessions, virtual delivery, and on-the-job coaching.
- Providing targeted learning support to individuals and teams, aligned with specific business unit or trading area needs.
- Designing and facilitating learning programmes, workshops, and development sessions that drive behavioural change and capability growth.
- Evaluating the effectiveness of learning interventions using feedback, performance metrics, and learner insights to inform improvements.
- Advising managers and leaders on suitable learning solutions, supporting the development of their teams through practical, tailored recommendations.
- Facilitating knowledge sharing, best practices, and peer learning across teams and departments to build internal capability.
- Researching new learning technologies, trends, and methodologies to enhance the quality and effectiveness of learning experiences.
- Collaborating with external training providers and consultants to coordinate and quality-assure specialist training programmes.
- Supporting the delivery, assessment, and quality assurance of externally accredited qualifications and training programmes.
- Keeping up to date with developments in learning and development by attending webinars, industry events, and reading relevant publications.
- Maintaining accurate training records and documentation to support effective reporting and management information.
- Fostering a culture of continuous development, promoting learning opportunities, and encouraging upskilling and career progression throughout the organisation.
- Representing the Society at external learning and industry events, building networks and sharing best practice.
- Contributing to Learning and Development projects and wider initiatives, supporting the Learning and Development Manager and collaborating closely with the wider Learning and Development team.
- Promoting a learning environment that reflects the Society's values, supports diversity, and encourages curiosity and self-directed development.



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:	- Delivering high-quality, accurate content that users can rely on. - Meeting deadlines and keeping stakeholders informed throughout projects. - Following through on commitments and owning the quality of outcomes. - Protecting the integrity of learning content and data across platforms.
I will be helpful by:	- Supporting colleagues in using digital tools with confidence and clarity - Collaborating openly to co-create practical, learner-focused solutions. - Sharing knowledge and resources to build digital capability across teams. - Responding promptly and constructively to queries and feedback.
I will be respectful by:	- Listening to subject matter experts with curiosity and professionalism. - Valuing diverse learning needs and inclusive design principles. - Acknowledging different perspectives when shaping digital learning solutions. - Communicating clearly and respectfully at all levels.
I will inspire others by:	- Bringing creativity and innovation to every learning experience. - Encouraging others to embrace digital learning with enthusiasm. - Staying ahead of trends and sharing exciting new approaches. - Role modelling continuous improvement and digital curiosity.
I will value people by:	- Recognising the expertise and input of contributors and stakeholders. - Celebrating great design, feedback, and learner engagement success. - Appreciating collaboration and cross-functional effort in digital delivery. - Highlighting impact stories and learner progress from digital initiatives.
I will empower others by:	- Exploring and trialling new tools to improve learner experience. - Encouraging learners and colleagues to take ownership of development. - Creating user-friendly content that builds digital confidence. - Taking initiative to grow personal and professional digital skills.