

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:

- Leading a team of Store Development Assistants to deliver safe, effective, and customer-focused refurbishments and new store setups.
- Ensuring Society standards of customer care, merchandising, safety, and compliance are consistently maintained throughout projects.
- Acting as a role model, deputising for the Store Development Manager, and supporting the delivery of business improvements aligned to our purpose and approach.

You'll report to:

- Store Development Manager

Your hours:

- 39 hours per week (FTE)

Your relationships:

- Leading and coaching Store Development Assistants, supporting their development and performance.
- Collaborating with colleagues in the Food team, including Commercial, Operational, and Store Development Management.
- Partnering with the Ranging and Space Planning Teams to ensure accuracy of planograms and store layouts.
- Working closely with colleagues across the wider Society including Membership, HR, Health, Safety and Security and Talent Acquisition.
- Building positive relationships with customers, suppliers, and contractors involved in store projects.

What you'll bring to us:

- Previous leadership or supervisory experience in a retail, construction, or project-based environment (desirable).
- Strong organisational skills with the ability to plan, co-ordinate and deliver projects to deadlines.
- Excellent communication and interpersonal skills, with the ability to motivate and inspire a team.
- Proficiency in Office 365 (Word, Excel, Outlook) and confident using digital tools for scheduling and reporting.
- Knowledge of the Co-operative business model and values, with a strong alignment to our purpose and approach.
- High standards of professionalism, demonstrating integrity, fairness, and consistency.
- A pro-active, enthusiastic and confident approach, with resilience in a fast-paced and changeable environment.
- 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:	- Leading the Store Development Assistants on projects, ensuring standards, deadlines and responsibilities are clearly communicated. - Managing colleague performance, addressing issues promptly, and developing knowledge, skills, and engagement across the team. - Acting as deputy to the Store Development Manager, supporting decision-making and ensuring all Society standards are achieved. - Preparing project risk assessments and ensuring compliance with safety standards for planned and unplanned tasks. - Ensuring merchandising and customer service standards are upheld throughout refurbishments and store openings. - Liaising with the Ranging Team to confirm planograms and escalate any issues or inaccuracies. - Overseeing the correct use, security and storage of tools, vehicles, and equipment. - Constructing and installing fixtures, fittings and equipment, coaching others to develop their skills in practical tasks. - Organising equipment and placing orders within budget requirements, ensuring accurate reporting to management. - Monitoring project progress and works schedules, escalating issues or delays and supporting problem resolution. - Identifying opportunities to improve sales, layouts and customer experience during and after projects. - Supporting post-project reviews, contributing to continuous improvement of store development processes. - Encouraging colleague involvement in Society volunteering activities and supporting wider community initiatives. - Demonstrating a commitment to ongoing professional and team development through coaching, mentoring and training. - Promoting teamwork, inclusivity and collaboration across all store development activities.
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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 on commitments by leading projects and teams with consistency. - Maintaining high safety, compliance and operational standards in all store developments. - Acting with integrity when managing budgets, assets, and Society resources. - Building trust through transparent communication with colleagues and stakeholders.
I will be helpful by:	- Supporting colleagues by providing clear guidance, coaching and practical assistance. - Working collaboratively with other departments to deliver smooth project execution. - Responding quickly to queries and concerns from colleagues, suppliers, and customers. - Offering solutions and suggestions to continuously improve processes and outcomes.
I will be respectful by:	- Treating colleagues, suppliers and customers with fairness, professionalism and courtesy. - Recognising different perspectives during projects and valuing all contributions. - Creating an inclusive environment where colleagues feel supported and respected. - Handling performance issues constructively, with discretion and fairness.
I will inspire others by:	- Leading by example, modelling professional behaviour and a commitment to excellence. - Encouraging colleagues to take ownership of their development and responsibilities. - Motivating the team to deliver outstanding standards during demanding projects. - Championing continuous improvement and innovation in store development practices.
I will value people by:	- Recognising the efforts and achievements of Store Development Assistants. - Acknowledging team contributions in delivering successful refurbishments and openings. - Celebrating success and sharing best practices across the wider team. - Ensuring every colleague feels their role is important to the Society’s success.
I will empower others by:	- Giving colleagues the confidence to take responsibility within their roles. - Encouraging autonomy and decision-making aligned with project standards and safety. - Enabling team members to learn new skills through coaching and mentoring. - Supporting colleagues to contribute ideas for improving processes and customer outcomes.