



Essential Information – what you need to know

You'll Report To:

- Store Manager.

Your Benefits

- 30 days annual leave (full time equivalent), including bank holidays.
- Discretionary colleague bonus twice yearly.
- Pension contribution of up to 12% of salary.
- Colleague discount across our family of businesses.
- Employees' Association membership for a small monthly contribution.

Your Relationships

- Your line manager, other team leaders and store colleagues.
- Your colleagues within the wider organisation which include Community, Membership, Human Resources, Health & Safety, etc.
- Your customers and partners from our local community groups.

What you'll bring to us:

- Previous leadership experience in a similar environment is desirable, however full training will be provided.
- Good literacy and numeracy skills.
- Proficient in the use of Office 365 (Outlook, Word, Excel, etc.).
- An understanding of Lincolnshire Co-op and how we are different to other businesses.
- Excellent interpersonal skills and a professional approach in the workplace.
- Pro-active, enthusiastic and confident team player who will contribute to the continued success of the food business.
- A willingness to help stores in the local area when support is needed.
- A driving license with access to a vehicle would be advantageous but isn't essential.

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...

 <p>Providing and supporting valued services</p>	<ul style="list-style-type: none"> - Organising and leading my team to deliver great customer care and availability standards. - Stepping up in the absence of my store manager to lead by example. - Managing and engaging with my colleagues to create a knowledgeable, skilled and motivated team and grow talent for the future. - Ensuring my colleagues fully comply with the required standards of appearance and behaviour. - Working with my store manager by offering suggestions and sharing best practice that will benefit the store operation.
 <p>Helping to grow the local economy</p>	<ul style="list-style-type: none"> - Having a full understanding of store financial accounts and budgets. - Implementing stock control, continually educating my team to ensure leakage and wastage is minimised while maintaining availability levels. - Taking responsibility for merchandising standards, including point of sale and to be aware of key offer availability to maintain customer confidence. - Remaining aware of any changes to the commercial market and communicate these to my team.
 <p>Caring for our health and wellbeing</p>	<ul style="list-style-type: none"> - Ensuring all legal checks are carried out daily, in line with all requirements outlined in the food procedures. - Making sure cash control and security procedures are adhered to, staying alert to security risks and remaining vigilant at all times. - Supporting and encouraging colleague involvement at local events to ensure our store is a focal point of the local community.
 <p>Looking after our local environment</p>	<ul style="list-style-type: none"> - Taking responsibility for merchandising standards, including point of sale and being aware of key offers. - Identifying opportunities to develop our business, helping to improve sales opportunities and meet customer expectations. - Promoting membership and ensuring my team understand the benefits of becoming a member.



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.
- Being aware of my strengths and where I need to develop.
- 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.