

About us...

Lincolnshire



Lincolnshire Co-op's food stores are at the heart of communities across Lincolnshire and the surrounding counties. Our colleagues provide a warm welcome, offering everything from fresh local produce to everyday essentials. We're committed to supporting local suppliers, delivering choice and value for our customers and ensuring that shopping with us is convenient, reliable and community focussed.

Essential Information – *what you need to know*

Job purpose:

- Delivering excellent customer service to all members, customers and colleagues.
- Supporting the daily operation of the store to achieve high standards and smooth processes.
- Developing my skills across different areas of the store to provide flexibility and resilience within the team.

You'll report to:

- Food Store Manager

Your hours:

- 39 hours per week (FTE)

Your relationships:

- Your line manager and other colleagues within the food team, including operational management.
- Your colleagues within the wider organisation which include Community, Membership, People Operations, Health, Safety and Security, Talent Acquisition etc.
- Your customers and partners from our local community groups.

What you'll bring to us:

- Previous experience in a customer service or retail environment is desirable, but not essential as full training will be provided.
- Entry-level literacy and numeracy skills to carry out store processes effectively.
- Knowledge of Lincolnshire Co-op and the Co-operative business model, with values that support our Purpose and approach.
- Excellent interpersonal skills, demonstrating professionalism, friendliness and approachability at all times.
- A proactive, enthusiastic and confident team player, with a willingness to learn and contribute to the success of the Society.
- An adaptable attitude with the ability to follow procedures while also using initiative to solve problems.
- An awareness of workplace health & safety and security, with a responsible approach to protecting colleagues, customers and Society assets.



**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:

- Providing a warm, knowledgeable and efficient service to all customers and members at every interaction.
- Maintaining high standards of personal presentation, hygiene and conduct, role-modelling professionalism on the shop floor.
- Supporting the delivery of daily store standards, ensuring shelves are fully stocked, clean and merchandised correctly.
- Operating checkouts and payment systems accurately and efficiently, resolving queries and handling transactions responsibly.
- Assisting with stock control, including ordering, replenishment, stock rotation and stock counts to reduce waste and improve availability.
- Implementing section plans, promotional changes and seasonal displays in line with Society guidelines.
- Preparing and serving products from in-store services such as the bakery, food-to-go counters or petrol forecourt as required.
- Demonstrating vigilance around store security by monitoring customer and colleague safety, reporting concerns promptly.
- Following health and safety procedures, ensuring hazards are identified, addressed and escalated when necessary.
- Carrying out store administration such as recording waste, processing vouchers and maintaining accurate till records.
- Responding positively and quickly to customer requests, feedback and complaints to resolve issues constructively.
- Contributing to customer satisfaction and trading results by living our Purpose and delivering service excellence.
- Taking responsibility for ongoing learning and development through iLearn modules, in-store training and coaching.
- Keeping up to date with internal communications, notices and changes to store procedures.
- Supporting new colleagues through buddying and sharing good working practices.
- Participating in community engagement activities, promoting Society membership and local initiatives.
- Ensuring compliance with all Society policies, legal requirements and ethical trading practices.
- Carrying out any additional tasks reasonably requested by the store leadership team.



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 promises and completing tasks accurately and reliably.
- Acting with integrity when handling customer transactions and store processes.
- Building trust with colleagues by being consistent and dependable.
- Following Society policies to ensure compliance and fairness.

I will be helpful by:

- Supporting colleagues by working together to achieve daily targets.
- Offering assistance to customers with warmth, knowledge and empathy.
- Contributing to smooth teamwork by being proactive and approachable.
- Responding quickly and constructively to requests and queries.

I will be respectful by:

- Treating every customer, colleague and member with fairness and dignity.
- Listening to others' views and considering different perspectives in the workplace.
- Demonstrating professionalism and courtesy in all interactions.
- Valuing diversity and creating an inclusive shopping and working environment.

I will inspire others by:

- Role-modelling excellent service and positive behaviour on the shop floor.
- Encouraging colleagues to learn new skills and develop confidence.
- Promoting Society initiatives, community activities and membership benefits to customers.
- Motivating the team by demonstrating enthusiasm and commitment.

I will value people by:

- Acknowledging and appreciating colleagues' contributions to the team.
- Sharing successes and celebrating achievements within the store.
- Recognising loyal customers and making them feel appreciated.
- Ensuring all interactions reflect the Society's values and respect.

I will empower others by:

- Taking ownership of personal development and learning opportunities.
- Using initiative to solve problems and improve customer service.
- Contributing ideas to improve store operations and efficiency.
- Encouraging colleagues to take responsibility and grow in confidence.