

About us...



Lincolnshire Co-op, based in the historic city of Lincoln, is one of the most successful and progressive independent co-operatives in the country, with an annual turnover in excess of £300 million.

Essential Information – what you need to know

<p>Job purpose:</p>	<ul style="list-style-type: none"> - To support the Learning and Development team to deliver a blended approach learning to maximise colleague potential. - To provide efficient, accurate and timely support, advice and guidance to our colleagues about learning, performance and development.
<p>You'll report to:</p>	<ul style="list-style-type: none"> - Learning Business Partner
<p>Your hours</p>	<ul style="list-style-type: none"> - 37.5 hours per week (FTE)
<p>Your relationships:</p>	<ul style="list-style-type: none"> - All colleagues within the Learning and Development team. - Colleagues from the wider People team. - Working relationships with managers and colleagues from across our trading areas. - External stakeholders, including awarding bodies e.g. Highfields and training providers e.g. University of Lincoln, Boston College
<p>Your relationships:</p>	<ul style="list-style-type: none"> - 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 MS Office and Learning Management Systems. - 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.

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

- Identifying training and development needs and designing bespoke training using blended learning approaches.
- Working either on your own initiative or with the wider team to use your creative knowledge to support with identifying and developing bespoke learning and development solutions.
- Support the delivery and development of the onboarding process.
- Creating and/or delivering a range of training using various options face to face or virtual delivery.
- Supporting colleagues with any learning, developing or coaching needs in order to meet the individual trading area requirements.
- Collaborating with external training providers and consultants as needed to deliver specialised training programmes.
- Support the design, delivery and assessment of externally accredited qualifications, such as Institute of Leadership & Management.
- Researching new technologies and methodologies in workplace learning.
- Keeping up to date with developments in training by reading relevant journals, attending meetings, webinars and any other relevant courses.
- Maintaining accurate records to provide reporting for the provision of management information.
- Fostering a culture of continuous learning and development throughout our trading areas, promoting opportunities for skill enhancement and career advancement.
- Acting as a representative of the Society at external events as needed.
- Completing any project work and supporting with any further duties that may be needed in the role, working closely with the Learning and Development Manager and the wider team to achieve this.



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.
- 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.



Your behaviours

- Deciding and Initiating Action** – responding suitably to values-led decisions
- Applying Expertise and Technology** – being the subject matter expert when needed
- Planning and Organising** – taking ownership to meet goals and targets
- Delivering Results and Meeting Customer Expectations** – meeting customer demands through a commitment to continuous improvement

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

I will decide on the right course of action by:

- Identifying opportunities or challenges before they become critical.
- Anticipating potential problems and taking preventive measures.
- Taking responsibility for my decisions and their outcomes.
- Taking the lead in addressing issues or pursuing new initiatives
- Learning from my successes and my failures.

I will apply my expertise appropriately by:

- Regularly updating my skills and knowledge to adapt to new technologies.
- Applying my knowledge to analyse and solve complex problems.
- Communicating my findings in a clear and actionable manner.
- Aligning technology initiatives with the strategy of our Society.
- Sharing knowledge with my team to create a culture of ongoing learning.
- Acting as a subject matter expert in relevant technical areas.

I will plan and organise my time effectively by:

- Planning activities and projects well in advance and remaining aware of possible changing circumstances.
- Identifying and organising the resources needed to accomplish tasks.
- Monitoring performance against deadlines and milestones.

I will consistently deliver results and meet expectations by:

- Establishing clear, measurable goals aligned with business strategy.
- Understanding and anticipating customer needs and expectations.
- Taking steps to enhance the overall customer experience.
- Regularly reviewing and refining processes to improve efficiency.
- Maintaining flexibility in the face of unexpected challenges.
- Actively seeking feedback to identify areas for improvement.