

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:

- To undertake various administration tasks to support the wider People Team in the day to day running of the office.

You'll report to:

- ER Case Manager

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

What you'll bring to us:

- Previous experience in a HR office environment is essential.
- A working knowledge of HRIS, particularly iTrent would be beneficial and desirable.
- Professional, enthusiastic, have strong attention to detail, and can handle a varied workload within a busy team.
- Excellent communication skills, both written and verbal.
- Ability to work effectively in a team.
- Proficient in the use of Office 365 (Outlook, Word, Excel, etc.)
- The ability to work with discretion at all times, with a sound knowledge of GDPR.
- Good time management with the ability to work under pressure and prioritise as necessary.



Providing and supporting
valued services

Together we are



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:

- Providing efficient administrative support across the People Team, ensuring accurate and timely processing of documentation, records, and colleague information.
- Capturing, maintaining, and updating colleague data within HR systems, ensuring confidentiality and compliance with data protection regulations.
- Supporting casework activity by attending formal meetings (such as disciplinarys, grievances and investigations), taking clear, objective notes to ensure accurate records are maintained.
- Logging, tracking, and monitoring absence data, liaising with managers and the wider People Team to ensure consistent application of absence processes and timely follow-up.
- Conducting wellbeing and absence management check-in calls with colleagues as required, ensuring appropriate support is signposted and absence records are accurately updated.
- Assisting with the coordination of meetings and diaries, supporting the scheduling of interviews, formal meetings, and HR-related events across multiple teams.
- Collating and preparing reports and summaries, using HR system data and spreadsheets to support People Business Partners and other colleagues with actionable insight.
- Responding to routine queries from colleagues and managers in a professional and supportive manner, escalating complex matters to the relevant advisor or manager when needed.
- Maintaining secure electronic and paper-based filing systems, ensuring employee records and case documentation are stored appropriately and can be retrieved efficiently.
- Working collaboratively with the wider People Team, contributing to projects and initiatives that support the effective delivery of people-related services.
- Supporting internal communications, drafting letters and HR templates, ensuring consistency and accuracy in tone and content.
- Assisting with data audits, compliance checks and reviews, helping ensure employment practices meet policy, legal and regulatory standards.



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:	- Maintaining confidentiality and professionalism in notetaking and case documentation. - Delivering timely, accurate updates to colleague records and absence logs. - Ensuring data integrity and consistency across all HR systems and reports. - Following clear processes and standards to support compliance and trust.
I will be helpful by:	- Responding promptly and empathetically to day-to-day queries from colleagues and managers. - Supporting advisors and business partners by providing reliable admin and case support. - Co-ordinating meetings, documentation and updates to keep processes moving smoothly. - Offering a calm, solutions-focused presence in sensitive people matters.
I will be respectful by:	- Treating all colleagues with fairness and discretion, regardless of role or circumstance. - Listening attentively and acting considerately during absence or wellbeing check-ins. - Upholding dignity and neutrality when capturing notes during formal meetings. - Engaging thoughtfully with stakeholders across diverse teams and situations.
I will inspire others by:	- Taking pride in the accuracy and impact of your contributions to the People Team. - Role-modelling a dependable, detail-conscious approach to people operations. - Embracing new systems, practices, and ways of working to improve service. - Demonstrating a positive, team-oriented mindset every day.
I will value people by:	- Recognising your role as essential to smooth, compliant people processes. - Contributing to team achievements through diligence and collaboration. - Appreciating the diverse contributions of others across the wider Society. - Maintaining a warm and professional service that reflects our values.
I will empower others by:	- Owning your responsibilities and continuously developing your knowledge and skills. - Using systems and tools effectively to resolve issues and support data-driven work. - Applying judgement and curiosity when learning new processes or handling queries. - Feeling confident to suggest improvements and ask for support when needed.