

## About us...



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

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| <p>Job purpose:</p>             | <ul style="list-style-type: none"> <li>- Processing high-volume payroll and auto-enrolment activities, ensuring accuracy and timeliness across the Society.</li> <li>- Maintaining payroll data integrity and compliance, meeting statutory, contractual and internal control requirements.</li> <li>- Supporting colleagues and managers with payroll guidance, resolving queries and improving payroll processes.</li> </ul>   |
| <p>You'll report to:</p>        | <ul style="list-style-type: none"> <li>- Payroll and Pensions Manager</li> </ul>   |
| <p>Your hours:</p>              | <ul style="list-style-type: none"> <li>- 37.5 hours per week (FTE)</li> </ul>  |
| <p>Your relationships:</p>      | <ul style="list-style-type: none"> <li>- Colleagues within the Payroll team, alongside colleagues from People Systems, People Operations, IT and Finance.</li> <li>- Colleagues within the trading areas including Food, Travel and Pharmacy among others.</li> <li>- Colleagues within the wider organisation which include Marketing, Health, Safety and Security, Talent Acquisition, etc.</li> <li>- Customers and suppliers at all levels.</li> </ul>   |
| <p>What you'll bring to us:</p> | <ul style="list-style-type: none"> <li>- Extensive experience running high-volume payrolls end-to-end across complex organisations.</li> <li>- Full understanding of pension rules and processes, including Auto-Enrolment and Salary Sacrifice.</li> <li>- Up to date broad knowledge of payroll legislation and employment law that relates to payroll.</li> <li>- Knowledge of all statutory leave, including entitlement and payments</li> <li>- Up to date knowledge of payrolling benefits, with implementation being desirable.</li> <li>- Excellent organisation and attention to detail, able to manage deadlines within payroll cycles.</li> <li>- Confidence explaining payroll information clearly to non-technical audiences.</li> <li>- Ability to resolve highly technical payroll and pension queries with full explanation of findings</li> <li>- Ability to work independently while supporting a collaborative team environment.</li> <li>- Experience with payroll systems such as iTrent or similar HR/payroll platforms.</li> <li>- Proactive, solution-focused approach to resolving payroll queries and improving processes.</li> <li>- Commitment to confidentiality, accuracy and continuous professional development.</li> <li>- Experience of implementing payroll systems would be advantageous.</li> </ul> |

**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...**

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| <p>Your duties and responsibilities:</p> | <ul style="list-style-type: none"> <li>- Processing end-to-end payroll activities, ensuring accurate and timely payments across multiple payrolls.</li> <li>- Leading payroll-related projects, including acting as Payroll Project Lead for payrolling benefits implementation.</li> <li>- Acting as the subject matter expert for Pension Auto Enrolment, resolving technical queries and working with pension providers to enhance colleague experience.</li> <li>- Completing payroll checks and reconciliations, reviewing errors, warnings, and tax code changes to ensure accuracy.</li> <li>- Identifying and resolving payroll system errors, escalating issues where appropriate.</li> <li>- Processing auto-enrolment activities, including assessments, opt-ins/outs, and payment file reconciliations.</li> <li>- Validating payroll reports and calculations, taking corrective action to ensure accurate payslips.</li> <li>- Processing starters, leavers, deductions, and statutory payments, including court orders and expenses validation.</li> <li>- Preparing and reviewing third-party payment schedules, ensuring accuracy and appropriate approvals prior to release.</li> <li>- Responding to payroll and pension queries, providing clear, accurate, and timely guidance to colleagues and managers.</li> <li>- Maintaining accurate payroll records in line with audit requirements and GDPR compliance.</li> <li>- Supporting audits and year-end payroll reconciliations, ensuring all documentation is complete and accurate.</li> <li>- Completing system testing and UAT, supporting payroll system changes, upgrades, and continuous improvements.</li> <li>- Developing and maintaining procedure notes, identifying risks, strengthening controls, and improving cross-department processes.</li> <li>- Supporting continuous improvement initiatives, recommending and implementing process enhancements.</li> <li>- Collaborating with Payroll, Pensions, and Finance teams to ensure seamless payroll delivery.</li> <li>- Supporting the Payroll Team Leader with mentoring and developing Payroll Administrators.</li> <li>- Providing supervisory cover for the payroll team during periods of absence or annual leave.</li> <li>- Keeping up to date with payroll legislation, ensuring compliance and applying changes to processes and controls.</li> </ul> |
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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 accurate payroll and auto-enrolment processing, right first time.
- Maintaining confidentiality when handling colleague pay and personal data.
- Following payroll controls, deadlines and statutory requirements consistently.
- Communicating honestly about errors, risks or required corrections.

I will be helpful by:

- Supporting colleagues and managers with clear payroll guidance and explanations.
- Responding promptly to payroll queries with practical, solution-focused advice.
- Sharing payroll knowledge with team members to improve service quality.
- Collaborating with Payroll, Pensions and Finance teams to resolve issues.

I will be respectful by:

- Treating colleagues fairly and sensitively when handling pay queries.
- Listening carefully to concerns about pay, deductions or pension matters.
- Communicating complex payroll information in plain, accessible language.
- Valuing diverse working patterns across Food, Pharmacy, Travel and Funeral teams.

I will inspire others by:

- Role-modelling accuracy, organisation and professionalism in payroll delivery.
- Driving continuous improvement in payroll processes and controls.
- Supporting system improvements and testing to strengthen payroll quality.
- Showing pride in supporting colleagues through accurate and timely pay.

I will value people by:

- Recognising team contributions during busy payroll cycles.
- Supporting a collaborative, positive Payroll and Pensions team culture.
- Celebrating successful payroll runs and process improvements.
- Building strong relationships across the Society.

I will empower others by:

- Taking ownership of payroll tasks and meeting critical deadlines.
- Identifying errors early and suggesting process improvements.
- Managing workload confidently across multiple payroll cycles.
- Continuing to develop payroll knowledge and professional qualifications.