



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

Job purpose:	<ul style="list-style-type: none"> - Supporting the delivery of store refurbishments and new store setups, ensuring operations run smoothly. - Maintaining excellent customer care, presentation, and merchandising standards throughout development projects. - Contributing to the effective operation of the store development team, driving improvements and consistency.
You'll report to:	<ul style="list-style-type: none"> - Store Development Manager
Your hours:	<ul style="list-style-type: none"> - 39 hours per week (FTE)
Your relationships:	<ul style="list-style-type: none"> - Working closely with the Store Development Team to deliver projects to schedule. - Liaising with the Ranging and Space Planning Teams to ensure accurate planograms and layouts. - Collaborating with store colleagues to support operations during refurbishments and new store openings. - Partnering with colleagues across Property, Food, Community and Membership functions to support Society priorities. - Building strong relationships with contractors and suppliers to ensure safe, timely, and effective delivery of works. - Engaging with customers and members to maintain service standards during store disruption.
What you'll bring to us:	<ul style="list-style-type: none"> - Strong interpersonal skills with the ability to communicate effectively at all levels. - Confidence using Office 365 (Outlook, Excel, Word) and digital tools. - A pro-active, enthusiastic, and positive approach to teamwork and problem-solving. - Practical skills to safely construct, install, and maintain store fixtures and equipment. - Attention to detail with strong literacy and numeracy skills. - Ability to work independently and take initiative while supporting the wider team. - Knowledge of Lincolnshire Co-op's purpose, values and co-operative model (desirable). - Flexibility and resilience to work in a fast-paced, hands-on environment. - A full driving licence and access to a vehicle for business use.

Our Purpose

Bringing together energy, ideas and resources to make life better in our communities



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:

- Maintaining high levels of customer care, merchandising standards, and store presentation throughout refurbishments and new store openings.
- Supporting the effective operation of stores during development projects, ensuring minimal disruption to customers and colleagues.
- Collaborating with store teams, contractors, and the wider development team to deliver projects in line with agreed schedules.
- Preparing risk assessments for planned projects and ensuring colleagues carry out individual assessments for unplanned tasks.
- Managing the safe use, security, and storage of vehicles, equipment, and tools, ensuring compliance with health and safety standards.
- Constructing and installing fixtures, fittings, and equipment, while coaching colleagues to build their skills in installation.
- Liaising with the Ranging and Space Planning Teams to ensure correct planograms are implemented and any issues are addressed promptly.
- Ensuring legal, ethical, and Society compliance across all refurbishment and development activities.
- Monitoring merchandising compliance during store projects, ensuring stock is displayed correctly and replenishment is maintained.
- Contributing to project meetings, providing feedback and suggestions to improve processes and outcomes.
- Identifying opportunities to improve store layouts, sales opportunities, and customer experience during development projects.
- Encouraging colleague involvement in volunteering events, supporting the Society's wider community engagement activities.
- Demonstrating an ongoing commitment to personal development by engaging with training opportunities and blended learning.
- Documenting and reporting any issues or delays to the Store Development Manager, suggesting solutions where possible.
- Assisting with post-project reviews to identify lessons learned and contribute to continuous improvement.
- Promoting teamwork and inclusivity within the Store Development team by supporting colleagues and valuing diverse contributions.

Our Approach

Our way of thinking about the purpose of what we do

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 projects on time and to agreed standards.
- Following safety and compliance procedures with care and accuracy.
- Maintaining trust by safeguarding tools, vehicles, and equipment responsibly.
- Building confidence with colleagues through consistency and reliability.

I will be helpful by:

- Supporting store colleagues to maintain service during refurbishments.
- Responding positively to layout or project queries with practical solutions.
- Working collaboratively across teams to deliver smooth store operations.
- Contributing to a positive, inclusive, and supportive working environment.

I will be respectful by:

- Valuing input from store colleagues and contractors during projects.
- Listening carefully to feedback to improve layouts and setups.
- Engaging with customers respectfully during times of disruption.
- Demonstrating professionalism and fairness in all interactions.

I will inspire others by:

- Championing high standards of presentation and merchandising.
- Encouraging safe working practices and leading by example.
- Demonstrating enthusiasm and positivity in every project.
- Motivating others through teamwork and commitment to excellence.

I will value people by:

- Acknowledging the efforts of colleagues during challenging refurbishments.
- Recognising contributions to smooth store launches and refreshes.
- Celebrating improvements in customer service and store presentation.
- Highlighting the importance of teamwork in delivering success.

I will empower others by:

- Taking ownership of tasks and personal development.
- Encouraging colleagues to share ideas for better project outcomes.
- Supporting others to learn new skills and responsibilities.
- Enabling confidence through shared knowledge and collaborative problem-solving.