

About us...



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*

<p>Job purpose:</p>	<ul style="list-style-type: none"> - Organising and leading my team to deliver excellent customer service and strong availability standards. - Supporting my store manager by stepping up in their absence and role-modelling best practice. - Developing colleagues' skills, knowledge and motivation to create an engaged, capable team for the future.
<p>You'll report to:</p>	<ul style="list-style-type: none"> - Food Store Manager
<p>Your hours:</p>	<ul style="list-style-type: none"> - 39 hours per week (FTE)
<p>Your relationships:</p>	<ul style="list-style-type: none"> - 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.
<p>What you'll bring to us:</p>	<ul style="list-style-type: none"> - Previous leadership experience in a similar environment is desirable, though full training will be provided. - Good literacy and numeracy skills to manage stock, budgets and reporting. - Proficiency in Office 365 (Outlook, Word, Excel, etc.). - An understanding of Lincolnshire Co-op, how we are different, and the values that drive us. - Excellent interpersonal skills, with a professional and approachable style in the workplace. - A proactive, enthusiastic and confident team player who contributes to the continued success of the food business. - A willingness to support other stores in the local area when required. - A driving licence and access to a vehicle would be advantageous but not essential.



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:

- Organising and leading my team daily to deliver customer care and availability standards.
- Stepping up in the absence of my store manager, role-modelling leadership and ensuring operational continuity.
- Managing and engaging with colleagues to create a knowledgeable, skilled and motivated team.
- Ensuring compliance with required standards of appearance, behaviour and service at all times.
- Working with my store manager to share best practice, offer suggestions and support continuous improvement.
- Understanding and monitoring store financial accounts and budgets to maintain performance.
- Implementing stock control procedures to minimise leakage and wastage while maintaining strong availability.
- Taking responsibility for merchandising standards, point of sale and promotional execution.
- Remaining alert to market changes, competitor activity and communicating insights to my team.
- Ensuring all legal checks are carried out daily in line with food safety procedures.
- Making sure cash control and security processes are followed, remaining vigilant to risks at all times.
- Supporting community engagement by encouraging colleague involvement at local events and initiatives.
- Identifying opportunities to grow sales, improve customer satisfaction and develop new business ideas.
- Promoting membership and ensuring colleagues understand and communicate the benefits to customers.
- Encouraging colleagues to take responsibility for their own learning and development through iLearn and on-the-job training.
- Carrying out any further duties reasonably requested by the store manager or 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:	<ul style="list-style-type: none"> - Delivering on promises and leading with integrity and fairness. - Ensuring compliance with procedures, policies and safety requirements. - Acting consistently to build confidence in colleagues and customers. - Following through on commitments to improve store performance.
I will be helpful by:	<ul style="list-style-type: none"> - Supporting colleagues by coaching and mentoring to help them succeed. - Working with the store manager to share ideas and improve results. - Responding to customer needs quickly, knowledgeably and empathetically. - Encouraging teamwork to solve problems and deliver great service.
I will be respectful by:	<ul style="list-style-type: none"> - Treating colleagues fairly and recognising their contributions to the team. - Listening to feedback and valuing diverse perspectives across the store. - Maintaining professionalism when dealing with customers, colleagues and partners. - Creating an inclusive, positive working environment for all.
I will inspire others by:	<ul style="list-style-type: none"> - Role-modelling high standards of service, safety and professionalism. - Motivating colleagues to engage with membership and community initiatives. - Encouraging innovation and new ideas to improve sales and service. - Promoting a culture of pride in our Purpose and values.
I will value people by:	<ul style="list-style-type: none"> - Recognising and celebrating colleagues' contributions and achievements. - Ensuring everyone feels appreciated and supported in their role. - Acknowledging customer loyalty and membership engagement. - Sharing successes and best practice across the team.
I will empower others by:	<ul style="list-style-type: none"> - Encouraging colleagues to take ownership of their work and learning. - Delegating tasks effectively, giving others the chance to grow. - Trusting colleagues to use initiative to solve problems. - Providing feedback that builds confidence and improves performance.