

About us...

Lincolnshire



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*

Job purpose:

- Managing all aspects of a local convenience store, ensuring a best-in-class approach to customer, colleague and stakeholder engagement is achieved at all times.
- Ensuring compliance with legal and professional standards, supporting colleague growth and development and leading a team that are committed to delivering exceptional service.

You'll report to:

- Food Regional Manager

Your hours:

- 39 hours per week (FTE)

Your relationships:

- 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.

What you'll bring to us:

- Previous leadership experience in a similar environment is essential.
- Experience in leading and developing successful teams.
- A full commercial understanding of how to stand out against local competition.
- Experience of improving business performance and budget adherence.
- Excellent literacy and numeracy skills and proficient in the use of Office 365.
- Knowledge of Lincolnshire Co-op and of the Co-operative business model, demonstrating values that would support our purpose and approach.
- Excellent interpersonal skills, demonstrating high levels of professionalism at all times.
- A pro-active, enthusiastic and confident nature.
- A willingness to help stores in the local area when support is needed.
- A full UK driving licence and access to a vehicle that can be used for business use is advantageous but isn't 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 the team, communicating effectively and delivering excellent operational standards and ways of working on a day-to-day basis.
- Taking responsibility for the delivery of all key performance indicators and operational targets for sales, waste, customer satisfaction and labour.
- Leading the team to increase membership, ensuring customers understand the membership proposition and can describe the benefits of becoming a member.
- Remaining aware of any changes to the commercial market and communicating these to the team.
- Managing and controlling business costs by demonstrating a full understanding of store financial accounts and budgets.
- Identifying opportunities to develop our business by identifying sales opportunities and exceeding the expectations of our customers.
- Sharing success and best practice with managers across the food business.
- Managing the implementation of due diligence processes so the store operates in line with all legal requirements, assuring the safety and satisfaction of our members and customers.
- Completing colleague performance reviews on a regular basis by setting goals and targets to create a knowledgeable, skilled and motivated team and grow talent for the future.
- Organising store schedules over a four-weekly period and managing the planning of colleague annual leave.
- Supporting and encouraging colleague involvement at local events to ensure our store is a focal point of the local community.
- Ensuring colleagues fully comply with the required standards of appearance and behaviour.
- Reacting quickly and positively to changing priorities in a fast-paced retail environment.
- Ensuring cash control and security procedures are managed, staying alert to security risks and remaining vigilant at all times.



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">- Organising teams and delivering operational standards with consistency and reliability.- Taking ownership for achieving sales, waste, labour, and customer KPIs.- Ensuring compliance with due diligence and legal requirements at all times.- Managing cash control and store security procedures vigilantly.
I will be helpful by:	<ul style="list-style-type: none">- Communicating effectively with colleagues to maintain smooth daily operations.- Supporting the team in understanding and promoting membership benefits.- Sharing success stories and best practice with managers across the business.- Encouraging colleague involvement in local community events and initiatives.
I will be respectful by:	<ul style="list-style-type: none">- Leading colleagues fairly, setting clear expectations and recognising contributions.- Managing schedules and annual leave planning with fairness and consideration.- Maintaining professional standards of appearance and behaviour across the team.- Remaining aware of market changes and communicating impacts transparently.
I will inspire others by:	<ul style="list-style-type: none">- Motivating colleagues to deliver excellent service and exceed customer expectations.- Driving membership growth by engaging customers in the Society’s proposition.- Encouraging development through regular reviews, goal setting, and talent growth.- Reacting positively to changing priorities in a fast-paced retail environment.
I will value people by:	<ul style="list-style-type: none">- Managing business costs responsibly by understanding accounts and budgets.- Identifying sales opportunities that create added value for customers and members.- Delivering accurate performance reporting to support commercial decision-making.- Strengthening the store’s role as a focal point within the community.
I will empower others by:	<ul style="list-style-type: none">- Leading day-to-day operations by taking ownership of standards and delivery.- Implementing plans proactively to achieve long- and short-term store targets.- Developing colleagues’ skills and empowering them to deliver high performance.- Driving continuous improvement by adapting to challenges and seizing opportunities.