

About us...



Lincolnshire Co-op, based in the historic city of Lincoln, is one of the most successful and progressive independent co-operatives in the country, with an annual turnover in excess of £300 million.

Essential Information – what you need to know

<p>Job purpose:</p>	<ul style="list-style-type: none"> - Managing and leading the Store Development team in implementing all merchandising elements of a store intervention project. - Taking responsibility for ensuring the intervention is executed to the highest standards and minimising the disruption to our customers and members. - To take responsibility for all aspects of implementing store interventions (including new store openings, cyclical refresh activity and other tactical store changes), acting as a role-model to ensure all safety standards are achieved and that all Society assets are protected.
<p>You'll report to:</p>	<ul style="list-style-type: none"> - Head of Commercial
<p>Your hours</p>	<ul style="list-style-type: none"> - 39 hours per week - Hours will be worked flexibly across 7 days, including evenings and weekends.
<p>Your relationships:</p>	<ul style="list-style-type: none"> - Colleagues within Operations, Legal and Property Development/ Acquisitions. - Colleagues within the wider organisation which include, Human Resources, Health & Safety, Learning & Development, etc. - Customers at all levels, suppliers and other relevant stakeholders close to the Store Development function.
<p>What you'll bring to us:</p>	<ul style="list-style-type: none"> - Previous leadership experience in a similar environment is desirable, however full training will be provided. - Good literacy and numeracy skills. - Proficient in the use of Office 365 (Outlook, Word, Excel, etc.) and an understanding of CAD software would be beneficial. - 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. - Pro-active, enthusiastic and confident team player who will contribute to the continued success of the Society. - Full UK driving licence and access to a vehicle for business use.



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:

- Taking responsibility for checking that all aspects of the planned intervention are ordered and available at the right place to ensure the timely implementation of the activity.
- Establishing and continually reviewing the RACI and plan between Property, Commercial (Macro space, Merchandising and Food Support) and local operations teams that defines who will do what for each intervention to support a right first-time way of working and delivery.
- Stepping in to make changes to CAD layouts and designs to support the Macro Space Manager when required.
- Organising the store development team, communicating expected standards and ways of working on a day-to-day basis.
- Managing and addressing colleague performance to create a knowledgeable, skilled and engaged team to ensure the highest standards of customer service and safety practices are achieved.
- Preparing risk assessment in advance of planned interventions and ensure that all team members carry out individual risk assessments for unplanned tasks, liaising with Health and Safety as necessary.
- Taking responsibility for merchandising standards and ensuring all work performed by the store development team is managed safely during store interventions.
- Maintaining a full understanding of each store intervention and ensuring tasks are delegated or carried out in line with the works schedule.
- Maintaining an understanding of the budget for each intervention and placing equipment orders in line with budget requirements.
- Taking accountability for the security, use and storage of vehicles, tools and equipment used by the team.
- Identifying opportunities to develop the business, helping to improve sales opportunities and meet customer expectations.
- Ensuring an ongoing commitment to both personal and team development through effective coaching and mentoring, taking ownership through a blended learning approach of on and off the job training, both face to face and e-learning (iLearn).
- Developing yourself and your team to be able to construct and install all elements of store merchandising equipment competently and safely.
- Managing and maintaining fixtures and fittings across the Lincolnshire Co-op store portfolio.



Together we are...

- **Helpful** – we'll look for ways to make a difference
- **Inspiring** – we'll help everyone be the best they can be
- **Trustworthy** – we can be relied on

Your Approach – how you will contribute to your team and the Society's ongoing success in this role.

I will be helpful by:

- Responding positively to requests from colleagues and customers.
- Trying to get it right first time.
- Resolving customer complaints and take corrective action.
- Sharing my knowledge with my colleagues.
- Offering to help before being asked.
- Going above and beyond.
- Contributing to the team and its success.

I will inspire others by:

- Supporting and encouraging one another.
- Being a positive role model.
- Listening and learning from my colleagues and line manager.
- Building strong relationships with customers and colleagues.
- Suggesting new ideas and trying new things.
- Taking pride in my work and celebrating success.

I will be trustworthy by:

- Using good judgement in all situations.
- Being open and honest.
- Take responsibility for my work and delivering positive outcomes.
- Treating everyone fairly and with respect.
- Doing my best for each other and our communities.



Your behaviours

- Adhering to Principles and Values** – responding suitably to values-led decisions
- Presenting and Communicating Information** – translating information appropriately
- Deciding and initiating Action** – setting a clear direction for others
- Working with People** – building a strong and adaptable team

Your Behaviours – how you will contribute to your team and the Society’s ongoing success in this role.

I will adhere to the principles and values of the Society by:

- Being honest, transparent and consistent in all actions and communications.
- Treating others with dignity and respect, valuing their diversity and different perspectives.
- Listening actively and consider the opinions of others.
- Taking accountability for my actions and decisions.
- Fostering a spirit of teamwork, co-operation and positive relationships.

I will present and communicate information clearly by:

- Tailoring my communication to the level of understanding and background of the audience.
- Paying close attention to others when they speak.
- Providing examples to illustrate complex concepts to make my message more relatable.
- Encouraging feedback and questions from colleagues to clarify understanding.

I take the appropriate action where possible by:

- Assess the situation thoroughly to understand the context and implications.
- Identify the main objectives or goals to be achieved through the action.
- Brainstorm potential strategies or approaches to address the situation effectively.
- Prioritise tasks and determine the sequence of actions to be taken.

I will work collaboratively with my colleagues by:

- Demonstrating an interest in and understanding of others.
- Recognising and rewarding the contribution of others.
- Listening and consulting with others and communicating appropriately.
- Supporting and caring for colleagues.
- Developing and openly communicating self-insight such as an awareness of own strengths and weaknesses.