

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"> - Encouraging active engagement with members, promoting our co-operative approach to business alongside providing and supporting a wide range of member benefits for our 300,000 local members. - Co-ordinating activities and campaigns to drive member engagement. - Representing the Membership team and wider Society in a positive manner and always acting in the best interests of our members.
<p>Your hours</p>	<ul style="list-style-type: none"> - 37.5 hours per week (FTE)
<p>You'll report to</p>	<ul style="list-style-type: none"> - Member Engagement Manager
<p>Your relationships:</p>	<ul style="list-style-type: none"> - The Marketing and Membership team and other colleagues across the Support Centre. - Colleagues within the wider organisation which include Community, People Services, Health and Safety, Learning and Development, etc. - Customers and members at all levels and suppliers/partners outside the business.
<p>What you'll bring to us:</p>	<ul style="list-style-type: none"> - Previous experience in a similar environment is desirable however full training will be provided. - Excellent communication, listening and written skills. - Proficient in the use of Office 365 (Outlook, Work, Excel, etc.) - 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. - Pro-active, enthusiastic, and confident team player who will contribute to the continued success of the Society. - Analytical mindset with proficiency in data entry, analysis and reporting. - Highly customer and service centric, both externally and internally with colleagues. - Exceptional time management and the ability to multitask in a busy environment. - The ability to build rapport with members, understanding their needs and concerns. - Familiarity with GDPR and data protection best practices - A full driving licence with 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 the lead on planning, organising, promotion and delivery of specific membership activities as agreed each year following our planning process.
- Creating a programme of activities to engage new and existing communities before, during and after key Society developments.
- Analysing outcomes of membership activities against key performance indicators, agreed targets and delivered within an agreed budget plus making recommendations for the future.
- Driving new member engagement initiatives that are identified on a yearly basis within the Membership strategy, which could include helping develop and launch projects such as new member recruitment initiatives and exclusive member benefits.
- Working as part of the wider Purpose & Proposition team to deliver a programme of other activities for members and our local communities.
- Helping the team with general office duties as required including answering telephones, taking event bookings, processing new member applications etc.
- Responsible for driving Society vehicles including the promotional vehicle, ensuring timely arrival, proper setup and adherence to all traffic and safety regulations (training will be provided).
- Creating reports to meet the needs of the business on a regular and ad-hoc basis.
- Any other reasonable duties which may be aligned with the level of responsibility in this role.



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.
- Being approachable and available when colleagues need support.
- Adapting quickly to changes or new requests.

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.
- Recognising and appreciating the achievements of others.
- Demonstrating a positive attitude, even in challenging situations.
- Encouraging innovation and creativity within the team.

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.
- Following through on promises and commitments.
- Protecting confidential information and respecting privacy.
- Owning mistakes and learning from them.
- Providing accurate and honest feedback to help others improve.
- Acting consistently with the Society's purpose and approach.