

About us...

Lincolnshire



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:

- Supporting the delivery of accurate and compliant payroll and pension services for colleagues and pensioners.
- Maintaining pension scheme administration, ensuring contributions, data, and records are reconciled and up to date.
- Assisting with compliance processes, audits, and re-enrolment activities in line with legislation and policy.

You'll report to:

- Payroll and Pensions Manager

Your hours:

- 37.5 hours per week (FTE)

Your relationships:

- Colleagues within the Payroll team, alongside colleagues from People Systems, People Operations, IT and Finance.
- Colleagues within the trading areas including Food, Travel and Pharmacy among others.
- Colleagues within the wider organisation which include Marketing, Health, Safety and Security, Talent Acquisition, etc.
- Pensioner members and their dependants
- Other external relationships including actuaries, auditors, pension providers, solicitors and IFA's.

What you'll bring to us:

- Excel skills for data analysis
- Strong general office IT skills, including, Word, Outlook, Teams and ideally experience of payroll software.
- Bringing accuracy and attention to detail in data entry, with excellent numeracy and problem-solving skills.
- Previous experience in an office environment completing data analysis would be beneficial.
- Building effective relationships across the business, handling sensitive information with discretion and professionalism.
- Strong analytical skills with the ability to investigate and resolve payroll discrepancies.
- Ability to work autonomously, manage competing priorities, and meet tight deadlines.
- A professional, approachable, and adaptable attitude with strong interpersonal skills.
- Knowledge of GDPR and data protection laws.



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:

- Supporting a key pension project through a range of administrative and data-related tasks.
- Assisting with pension member data cleansing activities, including pensioner existence checks.
- Reviewing pension member records to identify and correct data inaccuracies, recording updates accurately on tracking spreadsheets.
- Updating and maintaining defined benefit (DB) scheme data and associated spreadsheets accurately and securely.
- Recording task progress, highlighting completion status and any issues identified.
- Assisting with ad hoc administrative tasks and basic data analysis.
- Preparing accurate data and reports to support internal and external stakeholders, as required.
- Processing pension records for new starters, leavers and pensioner members within the payroll system.
- Responding to pension member enquiries, providing accurate and timely information.
- Supporting the pensioner payroll process through routine administration activities.
- Assisting with pension administration throughout the member lifecycle for clients, members and dependants, helping to deliver a high standard of service.
- Assisting with the preparation of quarterly member movement and cashflow reports.
- Supporting the preparation of annual pension accounts and providing administrative support for external audit requirements as needed.



- 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:

- Ensuring accurate payroll and pension processing to maintain member confidence and financial integrity.
- Maintaining confidentiality when handling personal, financial, and sensitive member data.
- Complying with pension legislation, HMRC guidance, and Society policies at all times.
- Checking data and calculations carefully to deliver accuracy and reliability.

I will be helpful by:

- Supporting members and dependants with clear, professional responses to queries.
- Assisting colleagues with peer checking, reconciliations, and pension tasks.
- Sharing knowledge, updates, and best practices with the wider team.
- Collaborating with internal and external stakeholders to ensure efficient service delivery.

I will be respectful by:

- Treating members and dependants with care, professionalism, and discretion.
- Listening to colleagues' input and providing constructive feedback and support.
- Recognising the contributions of colleagues and valuing teamwork.
- Communicating courteously and respectfully across all interactions.

I will inspire others by:

- Demonstrating commitment to delivering accurate and timely pension and payroll services.
- Taking ownership of personal development and building payroll/pensions expertise.
- Promoting a positive reputation of the team through excellent service delivery.
- Encouraging colleagues by contributing to a supportive and collaborative environment.

I will value people by:

- Delivering accurate payroll and pension services that directly impact colleague wellbeing and trust.
- Providing reliable reporting and reconciliations to support Society decision-making.
- Demonstrating consistency and reliability in completing payroll and pension tasks.
- Supporting colleagues and members to feel secure and supported in pension processes.

I will empower others by:

- Taking responsibility for delivering pension and payroll tasks accurately and efficiently.
- Using initiative to identify discrepancies and suggest process improvements.
- Supporting system testing and implementation to enhance payroll and pensions processes.
- Contributing ideas to improve efficiency, accuracy, and service delivery.