

## About us...



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

<p><b>Job purpose:</b></p>	<ul style="list-style-type: none"> <li>- Supporting the delivery of accurate and compliant payroll and pension services for colleagues and pensioners.</li> <li>- Maintaining pension scheme administration, ensuring contributions, data, and records are reconciled and up to date.</li> <li>- Assisting with compliance processes, audits, and re-enrolment activities in line with legislation and policy.</li> <li>- Acting as a key point of contact for payroll and pension-related queries from members and dependants.</li> </ul>
<p><b>You'll report to:</b></p>	<ul style="list-style-type: none"> <li>- Pensions Senior</li> </ul>
<p><b>Your hours:</b></p>	<ul style="list-style-type: none"> <li>- 37.5 hours per week (FTE)</li> </ul>
<p><b>Your relationships:</b></p>	<ul style="list-style-type: none"> <li>- Colleagues within the Payroll team, alongside colleagues from People Systems, People Operations, IT and Finance.</li> <li>- Colleagues within the trading areas including Food, Travel and Pharmacy among others.</li> <li>- Colleagues within the wider organisation which include Marketing, Health, Safety and Security, Talent Acquisition, etc.</li> <li>- Pensioner members and their dependants</li> <li>- Other external relationships including actuaries, auditors, pension providers, solicitors and IFA's.</li> </ul>
<p><b>What you'll bring to us:</b></p>	<ul style="list-style-type: none"> <li>- Advanced Excel skills for data analysis</li> <li>- Strong general office IT skills, including, Word, Outlook, Teams and ideally experience of payroll software.</li> <li>- Bringing accuracy and attention to detail in data entry, with excellent numeracy and problem-solving skills.</li> <li>- Ideally experience in an office environment doing data analysis</li> <li>- Building effective relationships across the business, handling sensitive information with discretion and professionalism.</li> <li>- Strong analytical skills with the ability to investigate and resolve payroll discrepancies.</li> <li>- Ability to work autonomously, manage competing priorities, and meet tight deadlines.</li> <li>- A professional, approachable, and adaptable attitude with strong interpersonal skills.</li> <li>- Knowledge of GDPR, data protection, and compliance with payroll legislation.</li> </ul>

**Together we are**



Providing and supporting  
valued services



Helping to grow the  
local economy



Caring for our  
health and wellbeing



Looking after  
our local environment

**Your Purpose – I will contribute to my team and the Society’s ongoing success in this role by...**

<p>Your duties and responsibilities:</p>	<p><b>Key task:</b></p> <ul style="list-style-type: none"> <li>- Supporting with a key Pension project</li> <li>- Assisting with pension member data cleanse work, including pensioner existence checks.</li> <li>- Investigation pension member records identifying and correcting inaccuracies and tracking all updates on spreadsheets</li> <li>- Recording and reporting on task progress including completeness and challenges</li> <li>- Maintaining DB scheme data and associated spreadsheets accurately and securely</li> <li>- Assisting with ad-hoc administration tasks, and data analysis</li> <li>- Supporting internal and external stakeholders by providing accurate data and reports as required</li> </ul> <p><b>Additional tasks if required:</b></p> <ul style="list-style-type: none"> <li>- Processing new starter pensioner members and leavers into the payroll system.</li> <li>- Acting as the point of contact for member queries, providing accurate and timely responses.</li> <li>- Supporting the pensioner payroll process</li> <li>- Supporting with the full life-cycle administration services to clients, members, and dependants, ensuring service excellence.</li> <li>- Assisting in the completion of quarterly member movements and cashflow reports.</li> <li>- Assisting in the production of annual pension accounts and external audit needs as and when required.</li> </ul>
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## 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.

<p>I will be trustworthy by:</p>	<ul style="list-style-type: none"> <li>- Ensuring accurate payroll and pension processing to maintain member confidence and financial integrity.</li> <li>- Maintaining confidentiality when handling personal, financial, and sensitive member data.</li> <li>- Complying with pension legislation, HMRC guidance, and Society policies at all times.</li> <li>- Checking data and calculations carefully to deliver accuracy and reliability.</li> </ul>
<p>I will be helpful by:</p>	<ul style="list-style-type: none"> <li>- Supporting members and dependants with clear, professional responses to queries.</li> <li>- Assisting colleagues with peer checking, reconciliations, and pension tasks.</li> <li>- Sharing knowledge, updates, and best practices with the wider team.</li> <li>- Collaborating with internal and external stakeholders to ensure efficient service delivery.</li> </ul>
<p>I will be respectful by:</p>	<ul style="list-style-type: none"> <li>- Treating members and dependants with care, professionalism, and discretion.</li> <li>- Listening to colleagues' input and providing constructive feedback and support.</li> <li>- Recognising the contributions of colleagues and valuing teamwork.</li> <li>- Communicating courteously and respectfully across all interactions.</li> </ul>
<p>I will inspire others by:</p>	<ul style="list-style-type: none"> <li>- Demonstrating commitment to delivering accurate and timely pension and payroll services.</li> <li>- Taking ownership of personal development and building payroll/pensions expertise.</li> <li>- Promoting a positive reputation of the team through excellent service delivery.</li> <li>- Encouraging colleagues by contributing to a supportive and collaborative environment.</li> </ul>
<p>I will value people by:</p>	<ul style="list-style-type: none"> <li>- Delivering accurate payroll and pension services that directly impact colleague wellbeing and trust.</li> <li>- Providing reliable reporting and reconciliations to support Society decision-making.</li> <li>- Demonstrating consistency and reliability in completing payroll and pension tasks.</li> <li>- Supporting colleagues and members to feel secure and supported in pension processes.</li> </ul>
<p>I will empower others by:</p>	<ul style="list-style-type: none"> <li>- Taking responsibility for delivering pension and payroll tasks accurately and efficiently.</li> <li>- Using initiative to identify discrepancies and suggest process improvements.</li> <li>- Supporting system testing and implementation to enhance payroll and pensions processes.</li> <li>- Contributing ideas to improve efficiency, accuracy, and service delivery.</li> </ul>