

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:

- Leading on the delivery of accurate, compliant, and timely payroll services to ensure over 2,500 colleagues are paid correctly and on time.
- Supporting the development, maintenance, and testing of payroll and rostering systems to drive accuracy, efficiency, and compliance across the Society.
- Mentoring and guiding payroll colleagues, sharing expertise and acting as deputy for the Payroll Team Leader when required.
- Contributing to process improvements, system enhancements, and reporting solutions that strengthen payroll accuracy, data integrity, and decision-making.

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.
- Customers and suppliers at all levels.

What you'll bring to us:

- Extensive payroll experience, ideally with large, complex payrolls (2,500+ employees).
- Strong knowledge of end-to-end payroll processes, including statutory payments, absence, RTI, pensions, and new starters.
- Hands-on experience with iTrent payroll and rostering systems.
- Experience in producing and maintaining Business Object reports to support payroll and finance operations.
- Proven involvement in payroll system upgrades or implementations, including UAT testing.
- 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.
- Previous experience mentoring or supporting colleagues or apprentices.
- Knowledge of GDPR, data protection, and compliance with payroll legislation.

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...

Your duties and responsibilities:

- Supporting and maintaining the iTrent payroll and rostering system, liaising with consultants, testing updates, and ensuring accurate deployment.
- Leading on implementing payroll based fixes/improvements with system
- Completing and overseeing UAT testing for payroll system changes, analysing results, and supplying information for CAB requests.
- Assisting in documenting payroll process flows and implementing best practices across the team.
- Delivering training to payroll colleagues and wider departments on effective iTrent system usage.
- Reviewing payroll records for technical queries including position changes, sickness, absence, tax and NI discrepancies.
- Collaborating with People Systems, HR, Finance, and IT teams to ensure seamless payroll integration.
- Assisting with rostering updates to ensure alignment and prevent detriment to pay.
- Reviewing consultant system changes to confirm no negative impact on payroll.
- Updating and testing payment tables for mid-year changes such as union deductions, allowances, and unitary payments.
- Preparing and processing payroll and pension data loads, including additional payments, pension increases, and auto-enrolment.
- Producing and maintaining Business Object reports, including costing data, budgeting support and payroll validation checks.
- Enhancing report usability and accessibility, maintaining a clear report directory.
- Mentoring and supporting payroll administrators to develop skills and confidence.
- Responding to payroll queries from colleagues, managers, and external stakeholders.
- Ensuring adherence to data protection requirements and internal Society policies.
- Continuously reviewing and improving payroll processes for accuracy, efficiency, and compliance.

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"> - Delivering accurate and compliant payroll processing every single cycle. - Handling sensitive colleague data with integrity, confidentiality, and discretion. - Ensuring payroll system changes are tested and implemented correctly. - Acting as a reliable deputy to the Payroll Team Leader when required.
I will be helpful by:	<ul style="list-style-type: none"> - Supporting colleagues with clear payroll guidance and timely query resolution. - Mentoring apprentices and other payroll colleagues with patience and encouragement. - Collaborating with wider teams to resolve payroll and rostering challenges. - Providing Business Object reports that support decision-making across the Society.
I will be respectful by:	<ul style="list-style-type: none"> - Listening to colleagues' payroll concerns with empathy and professionalism. - Valuing the contributions of team members and recognising individual strengths - Building positive relationships with internal stakeholders and external consultants. - Maintaining a respectful and inclusive working environment within the payroll team.
I will inspire others by:	<ul style="list-style-type: none"> - Role-modelling high standards of accuracy, efficiency, and professionalism. - Encouraging colleagues to embrace process improvements and system developments. - Demonstrating resilience under pressure and motivating others to remain focused. - Sharing expertise to inspire confidence in payroll and compliance standards.
I will value people by:	<ul style="list-style-type: none"> - Recognising the hard work of the payroll team and celebrating achievements. - Providing constructive feedback to colleagues to aid their professional growth. - Contributing to the Society's financial health through accurate payroll delivery. - Ensuring all colleagues feel valued by receiving the correct pay on time.
I will empower others by:	<ul style="list-style-type: none"> - Enabling colleagues to use payroll systems confidently through training and support. - Encouraging team members to suggest new ideas for efficiency and accuracy. - Supporting payroll apprentices to take ownership of tasks and learn by doing. - Building confidence across departments by providing transparent payroll information.