

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 Commercial team by maintaining accurate data within trading systems across categories.
- Ensuring food stores receive timely, accurate planogram updates and communication of product range changes.
- Assisting with compliance, supplier management, and data accuracy to drive effective retail operations.

You'll report to:

- Commercial Admin Manager

Your hours:

- 37.5 hours per week (FTE)

Your relationships:

- Colleagues from within the Commercial team, including operational management.
- Colleagues from across Lincolnshire Co-op, including People, Learning and Development, Communications, Health, Safety and Security among others.
- Customers, clients, suppliers and stakeholders involved with our supply chain.

What you'll bring to us:

- Strong attention to detail with excellent accuracy in data handling and reporting.
- Good literacy, numeracy, and IT skills, including confidence with Office 365 tools.
- Previous retail or FMCG knowledge desirable, but full training will be provided.
- Ability to build strong relationships with colleagues, suppliers, and internal stakeholders.
- A pro-active approach, willing to investigate problems and suggest improvements.
- Excellent interpersonal skills, with a professional, positive, and enthusiastic attitude.
- Flexibility to work independently or collaboratively as part of a team.
- Commitment to the Society's purpose, values, and co-operative principles.



**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:

- Maintaining accurate and up-to-date product and supplier data across all trading systems and categories.
- Reviewing and validating incoming data from the buying group to identify and correct errors.
- Informing food stores of all product or planogram changes within published deadlines and timelines.
- Maintaining store planogram storage, ensuring clear organisation, version control, and easy accessibility for colleagues
- Responding to Service Desk commercial queries quickly, providing clear and accurate solutions to stores.
- Updating and monitoring local supplier data, ensuring product lines remain current and accurate.
- Identifying upcoming range deletions and stopping orders promptly to minimise residual and de-ranged stock.
- Recording and escalating supplier or product issues to relevant stakeholders for timely resolution.
- Supporting compliance by following processes to ensure all trading activities are legal and ethical.
- Taking ownership of personal development by arranging relevant coaching, training, or system knowledge sessions.
- Assisting colleagues in the Commercial team by supplying accurate data, reports, and updates.
- Communicating effectively with internal stakeholders to support the smooth delivery of commercial priorities.
- Collaborating with colleagues to maintain clear housekeeping and consistent updates of store planograms.
- Checking product ranges against business expectations to ensure system data aligns with operational needs.
- Assisting with updates to category data when new suppliers or products are introduced.
- Tracking performance of range changes and providing feedback on improvements or issues identified.
- Ensuring product information is clear, consistent, and delivered accurately across multiple channels.
- Supporting the management of product life cycles, including launches, amendments, and deletions.
- Assisting with ad-hoc commercial projects to support ongoing business development and efficiency improvements.
- Completing other duties as requested by the line manager to support operational objectives.



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:	- Maintaining system data accurately to ensure stores receive reliable information consistently. - Recording supplier and product changes with precision and clear documentation. - Escalating issues responsibly to ensure appropriate resolution and continuity. - Following Society policies to protect compliance and operational integrity.
I will be helpful by:	- Supporting colleagues by providing accurate data for commercial decisions. - Responding quickly to Service Desk queries with clear solutions. - Assisting with supplier and product updates to support operational efficiency. - Offering guidance to stores when planogram or range issues arise.
I will be respectful by:	- Listening to store feedback on range and planogram changes carefully. - Communicating clearly with colleagues to maintain effective working relationships. - Treating all suppliers and stakeholders with professionalism and courtesy. - Acting with consideration when escalating or addressing system errors.
I will inspire others by:	- Promoting best practice in data accuracy and commercial processes. - Sharing knowledge with colleagues to support team learning and improvement. - Encouraging collaboration across Commercial and wider operational teams. - Demonstrating enthusiasm for delivering improvements that benefit stores.
I will value people by:	- Recognising contributions from colleagues in achieving accurate data management. - Appreciating teamwork that supports smooth commercial operations. - Celebrating achievements in accuracy, compliance, and range improvements. - Acknowledging input from stores to enhance range and communication.
I will empower others by:	- Taking initiative to resolve data discrepancies and errors effectively. - Suggesting process improvements to support commercial efficiency. - Acting independently within guidelines to maintain data accuracy. - Driving improvements in communication and operational delivery.