

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><b>Job purpose:</b></p>	<ul style="list-style-type: none"> <li>- To support the Office Supervisor and Technical Manager to ensure all on site administration is completed in line with Society policies and a best practice approach.</li> <li>- To support the Society in achieving its purpose of bringing together ideas, energy, and resources to make life better in our communities, by working together with your team to grow the local economy.</li> <li>- To identify opportunities to continuously improve ways of working.</li> </ul>
<p><b>Your hours</b></p>	<ul style="list-style-type: none"> <li>- 40 hours per week FTE</li> </ul>
<p><b>Your relationships:</b></p>	<ul style="list-style-type: none"> <li>- Office Supervisor and Technical Manager.</li> <li>- Office &amp; Gadsby's colleagues</li> <li>- Key internal relationships include the Production Manager, Health and Safety and colleagues from People Team.</li> <li>- A wide range of internal and external contacts.</li> </ul>
<p><b>What you'll bring to us:</b></p>	<ul style="list-style-type: none"> <li>- Experience in an administrative role, preferably in a bakery or food industry setting however this isn't essential as full training will be provided.</li> <li>- Excellent organisational and time management skills with the ability to prioritise tasks effectively.</li> <li>- Strong attention to detail and accuracy in data entry and record-keeping.</li> <li>- Proficient computer skills, including MS Office Suite (Word, Excel, Outlook).</li> <li>- Outstanding communication skills, both written and verbal, with a customer-service-oriented approach.</li> <li>- Ability to work independently as well as collaboratively within a team.</li> <li>- Flexibility to adapt to a fast-paced environment and handle multiple tasks simultaneously.</li> </ul>



**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:

- Performing a range of administrative tasks, including answering phone calls, responding to emails, scheduling appointments, and maintaining files and records.
- Supporting the Technical Manager by ensuring compliance with all aspects of data protection legislation.
- Serving as a point of contact for internal and external communications, ensuring messages are delivered accurately and promptly to the appropriate individuals or departments.
- Providing exceptional customer service by responding to customer enquiries, taking orders, and resolving any issues or complaints promptly and professionally, and to escalate these to the Office Supervisor.
- Entering data into computer systems accurately, maintaining and updating databases and preparing reports or documents as required.
- Assisting with basic financial tasks, such as invoicing, tracking expenses, and reconciling financial records to support the bakery's accounting processes.
- Maintaining colleague records, coordinating employee schedules, and assisting with the onboarding and training processes.
- Helping to co-ordinate bakery-related events, such as tastings, promotions, or community engagements, by coordinating logistics, preparing materials, and providing support during the events.
- Continuously identify opportunities for streamlining administrative processes, implementing improvements alongside maintaining an organised and efficient office environment.
- Supporting the Office Supervisor with the managing of office supplies, including maintenance and ordering.
- Understanding and adhering to all required Health and Safety considerations across the site, ensuring all colleagues adhere to this at all times.
- Any additional reasonable duties that may be required from time to time at the request of the Office Supervisor or Technical Manager.



## 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.

### 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.

### 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.