

## 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:

- Enabling the delivery of strategic change across the People team by embedding a devolved, people-first approach to operational people management.
- Driving process improvement, influencing new ways of working and acting as an ambassador for best practice people management in a changing environment.
- Managing complex employee relations cases and contributing to significant organisational change (including TUPE and redundancy).

### You'll report to:

- Head of People Operations

### Your hours:

- 37.5 hours per week (FTE)

### Your relationships:

- SME's, managers and colleagues across the Society.
- Colleagues from across Lincolnshire Co-op, including People, Learning and Development, Communications, Health, Safety and Security among others.
- Customers, clients, suppliers and stakeholders from local community groups.
- External bodies such as USDAW, Co-operatives UK, Occupational Health.

### What you'll bring to us:

- Experience in a senior HR role within a complex or multi-site organisation.
- CIPD qualified (Level 5 minimum, or working towards Level 7), with up-to-date knowledge of UK employment law and evolving HR practices.
- Proven track record managing complex ER casework, including performance, disciplinary, grievance, long-term absence, redundancy and TUPE.
- Experience supporting transformational change, with confidence in advising on structure, culture and capability alignment.
- Ability to coach and develop both line managers and HR team members with empathy and professionalism.
- Strong interpersonal, influencing, and stakeholder management skills, with the ability to challenge constructively.
- Comfortable working autonomously, making sound judgments and navigating ambiguity in a fast-paced setting.
- Skilled in identifying process improvements and embedding best practice through collaboration and training.
- Excellent verbal and written communication skills, with the ability to produce clear, accurate and timely documentation.
- Strong working knowledge of GDPR and handling sensitive information.
- Full UK driving licence and access to a vehicle for business use.



**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:

- Leading, coaching and supporting the team of People Advisors and People Assistants, acting as a senior operational point of contact for escalations, learning and quality assurance.
- Holding regular catch ups, case reviews and check-ins with the team to ensure alignment, consistency and shared learning across casework and operational delivery.
- Overseeing team development, identifying knowledge or skill gaps and supporting with formal and informal training opportunities.
- Ensuring a collaborative, high-performance team culture with clear expectations, role clarity and accountability across the HR advisory service.
- Acting as a mentor and professional lead, role-modelling sound judgement, strong communication and inclusive people practices.
- Providing regular updates and insight to the People Business Partners on team performance, case activity and emerging trends or risk.
- Leading on complex and high-risk employee relations cases, including investigations, formal hearings, redundancies and TUPE transfers.
- Coaching and supporting managers to confidently handle operational ER matters themselves, reducing HR dependency and improving ownership.
- Acting as a senior escalation point for People Advisors, reviewing case strategies, supporting documentation and advising on outcomes.
- Providing expert guidance on the consistent application of people policies, employment law and best practice across all business areas.
- Leading the coaching, guidance and development of People Advisors and Assistants, contributing to team growth and capability.
- Partnering with People Business Partners on change initiatives, providing subject matter expertise on the people implications of restructures or service redesign.
- Driving improvements in how people processes are embedded into day-to-day management, identifying opportunities to simplify, streamline and upskill.
- Championing a devolved model of people management, working with leaders to embed behaviours that promote accountability and fairness.
- Managing return-to-work plans and occupational health cases that require a sensitive or high-risk approach.
- Supporting consistent and inclusive decision-making in cases involving performance management, flexible working and absence.
- Preparing high-quality documentation including investigation reports, outcome letters, business cases and consultation papers.
- Maintaining oversight of ER case volumes and patterns, identifying areas of concern and reporting on trends to the People Business Partners.
- Supporting and coordinating responses to data requests, subject access requests, and other GDPR-related matters.



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"><li>- Providing confident, clear and accurate advice that managers can depend on.</li><li>- Acting with integrity and confidentiality in sensitive and complex situations.</li><li>- Ensuring decisions are consistent with policy, law, and values.</li><li>- Delivering on promises and following through with action and ownership.</li></ul>
I will be helpful by:	<ul style="list-style-type: none"><li>- Coaching others to grow their confidence and capability in managing people.</li><li>- Supporting operational teams through challenging change with empathy and clarity.</li><li>- Responding promptly and pragmatically to emerging casework or risk.</li><li>- Providing guidance that is practical, evidence-based, and solution-focused.</li></ul>
I will be respectful by:	<ul style="list-style-type: none"><li>- Treating colleagues, managers, and employees fairly and professionally.</li><li>- Valuing diverse perspectives and applying people policy with sensitivity.</li><li>- Encouraging dignity at work in every case, conversation, and resolution.</li><li>- Fostering trust and open communication through active listening.</li></ul>
I will inspire others by:	<ul style="list-style-type: none"><li>- Leading change by championing new ways of working across people management.</li><li>- Building a positive reputation as a credible, constructive HR voice.</li><li>- Encouraging others to take ownership and lead by example in people matters.</li><li>- Promoting continuous development and learning within the team and wider business.</li></ul>
I will value people by:	<ul style="list-style-type: none"><li>- Acting as a visible and dependable member of the People team.</li><li>- Recognising the efforts of others and celebrating successful case outcomes.</li><li>- Encouraging a collaborative and supportive team culture.</li><li>- Acknowledging the challenges of people leadership and offering meaningful support.</li></ul>
I will empower others by:	<ul style="list-style-type: none"><li>- Taking initiative to improve systems, processes, and service delivery.</li><li>- Using your judgement and autonomy to make timely and informed decisions.</li><li>- Supporting others to act confidently and independently with appropriate guidance.</li><li>- Driving the evolution of the People Advisor role by modelling high-impact delivery.</li></ul>