

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>Job purpose:</p>	<ul style="list-style-type: none"> - To work as part of a small team to ensure the effective and efficient co-ordination of administration tasks for the property team according to the needs of the Society. - To work collaboratively with other areas of the team and with the wider business.
<p>You'll report to:</p>	<ul style="list-style-type: none"> - Property Manager
<p>Your hours</p>	<ul style="list-style-type: none"> - 37.5 hours per week. - Typical working hours will be Monday – Friday, 8.30am – 5.00pm.
<p>Your relationships:</p>	<ul style="list-style-type: none"> - Reporting to the Property Manager. - Colleagues within the Property teams. - Colleagues from across the wider Society. - Tenants and suppliers at all level.
<p>What you'll bring to us:</p>	<ul style="list-style-type: none"> - Previous experience in a similar environment is essential. - Professional, enthusiastic, have strong attention to detail, and can handle a varied workload within a busy team. - Excellent communication skills, both written and verbal. - Ability to work effectively in a team. - Proficient in the use of Office 365 (Outlook, Word, Excel, etc.) - The ability to work with discretion at all times, with a sound knowledge of GDPR. - Good time management with the ability to work under pressure and prioritise as necessary.



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

- Dealing with car passes and car park administration.
- Circulating planning application reports.
- Updating our website when properties become available.
- Dealing with phone calls received from tenants and speculative tenants.
- Managing the property email address.
- Opening and distributing post.
- Filing vacant property reports.
- Organising key for contractors and maintaining key list administration.
- Maintaining the log of residential safety check reports with our agents.

In addition to this, completing any additional duties that may be required in the role to support and assist the wider teams.



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.



Your behaviours

- Adhering to Principles and Values** – responding suitably to values-led decisions
- Presenting and Communicating Information** – translating information appropriately
- Relating and Networking** – sharing knowledge to develop and learn from others
- Working with People** – building a strong and adaptable team

Your Behaviours – how you will contribute to your team and the Society’s ongoing success in this role.

I will adhere to the principles and values of the Society by:	<ul style="list-style-type: none"> - Being honest, transparent and consistent in all actions and communications. - Treating others with dignity and respect, valuing their diversity and different perspectives. - Listening actively and consider the opinions of others. - Taking accountability for my actions and decisions. - Fostering a spirit of teamwork, co-operation and positive relationships.
I will present and communicate information clearly by:	<ul style="list-style-type: none"> - Tailoring my communication to the level of understanding and background of the audience. - Paying close attention to others when they speak. - Providing examples to illustrate complex concepts to make my message more relatable. - Encouraging feedback and questions from colleagues to clarify understanding.
I will build a network of customers and colleagues by:	<ul style="list-style-type: none"> - Offering value to my network by sharing relevant insights, information, or resources. - Fostering genuine relationships by demonstrating authenticity and integrity in my interactions.
I will work collaboratively with my colleagues by:	<ul style="list-style-type: none"> - Demonstrating an interest in and understanding of others. - Recognising and rewarding the contribution of others. - Listening and consulting with others and communicating appropriately. - Supporting and caring for colleagues. - Developing and openly communicating self-insight such as an awareness of own strengths and weaknesses.