



Essential Information – what you need to know

You'll Report To:	<ul style="list-style-type: none"> - Regional Manager.
Your Benefits	<ul style="list-style-type: none"> - 30 days annual leave (full time equivalent), including bank holidays. - Annual discretionary colleague bonus. - Pension contribution of up to 12% of salary. - Colleague discount across our family of businesses. - Employees' Association membership for a small monthly contribution.
Your Relationships	<ul style="list-style-type: none"> - Your line manager and other colleagues within the food team, including operational management. - Your colleagues within the wider organisation which include Community, Membership, Human Resources, Health & Safety, Learning & Development, etc. - Your customers and partners from our local community groups.
What you'll bring to us:	<ul style="list-style-type: none"> - Previous leadership experience in a similar environment is essential. - Experience in leading and developing successful teams. - A full commercial understanding of how to stand out against local competition. - Experience of improving business performance and budget adherence. - Excellent literacy and numeracy skills and proficient in the use of Office 365. - Knowledge of Lincolnshire Co-op and of the Co-operative business model, demonstrating values that would support our purpose and approach. - Excellent interpersonal skills, demonstrating high levels of professionalism at all times. - A pro-active, enthusiastic and confident nature. - A willingness to help stores in the local area when support is needed. - A driving license with access to a vehicle would be advantageous but isn't essential.

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...

 <p>Providing and supporting valued services</p>	<ul style="list-style-type: none"> - Organising my team, communicating effectively and delivering excellent operational standards and ways of working on a day-to-day basis. - Taking responsibility for the delivery of all key performance indicators and operational targets for sales, waste, customer satisfaction and labour. - Leading my team to increase membership, ensuring they understand the membership proposition and can describe the benefits of becoming a member.
 <p>Helping to grow the local economy</p>	<ul style="list-style-type: none"> - Remaining aware of any changes to the commercial market and communicate these to my team. - Managing and controlling business costs by demonstrating a full understanding of store financial accounts and budgets. - Identifying opportunities to develop our business by identifying sales opportunities and exceeding the expectations of our customers.
 <p>Caring for our health and wellbeing</p>	<ul style="list-style-type: none"> - Sharing success and best practice with managers across the food business. - Managing the implementation of due diligence processes so the store operates in line with all legal requirements, assuring the safety and satisfaction of our members and customers. - Completing colleague performance reviews on a yearly basis by setting goals and targets to create a knowledgeable, skilled and motivated team and grow talent for the future. - Organising store schedules over a four-weekly period and managing the planning of colleague annual leave. - Supporting and encouraging colleague involvement at local events to ensure our store is a focal point of the local community.
 <p>Looking after our local environment</p>	<ul style="list-style-type: none"> - Ensuring my colleagues fully comply with the required standards of appearance and behaviour. - Reacting quickly and positively to changing priorities in a fast-paced retail environment. - To ensure cash control and security procedures are managed, staying alert to security risks and remaining vigilant at all times.



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 leadership behaviours



- **Leading & Supervising** – setting a clear direction for others
- **Planning & Organising** – setting clearly defined objectives
- **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 lead my team effectively by:

- Setting appropriate standards of behaviour.
- Delegating work appropriately and fairly.
- Motivating and empowering my team.
- Providing colleagues with development opportunities and coaching.

I will plan and organise my time effectively by:

- Planning activities and projects well in advance and remaining aware of possible changing circumstances.
- Identifying and organising the resources needed to accomplish tasks.
- Monitoring performance against deadlines and milestones.

I will work collaboratively with my colleagues by:

- Demonstrating an interest in and understanding of others.
- Adapting to the team and building team spirit.
- 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.