

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:

- To lead and manage the Accounts Payable function, ensuring accurate and timely processing, a strong control environment, effective team performance, and continuous improvement of processes.

You'll report to:

- Finance Ledger Manager

Your hours:

- 37.5 hours per week (FTE)

Your relationships:

- Colleagues within the Finance Team.
- Colleagues within the Trading Areas and Support Centre.
- Colleagues across the wider organisation.
- Customers and suppliers at all levels.

What you'll bring to us:

- Demonstrable experience in Accounts Payable, finance operations or a senior finance role, with exposure to team leadership.
- Accounting qualification is desirable.
- Strong knowledge of Accounts Payable systems, procure-to-pay processes and associated controls.
- Proven leadership capability, with the ability to motivate, engage and communicate effectively with teams.
- Excellent organisational skills, with the ability to prioritise and manage multiple tasks in a fast-paced environment.
- Proactive and self-motivated, with the ability to investigate issues and drive continuous improvement.
- Proficient in Microsoft 365 applications, including Outlook, Word and Excel.
- Understanding of Lincolnshire Co-op and the co-operative model, with alignment to its purpose and values.

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...

Your duties and responsibilities:

- Owning the end-to-end Accounts Payable process, ensuring activities are delivered accurately, efficiently and in line with company policies and deadlines.
- Accountable for team performance, including setting, monitoring and managing KPIs, service levels and output quality.
- Leading, developing and performance managing the AP team, including coaching, objective setting and regular feedback.
- Overseeing all Accounts Payable activities, ensuring appropriate review, control and issue resolution processes are in place and operating effectively.
- Owning the Accounts Payable control environment, ensuring reconciliations, approvals and processes are robust, compliant and consistently applied.
- Reviewing key reconciliations and reports at a high level to ensure completeness, accuracy and timely resolution of material issues.
- Ensuring aged payables and outstanding balances are actively managed, with appropriate escalation and resolution of risks.
- Acting as the primary owner of key supplier and internal stakeholder relationships, managing escalations and maintaining effective communication.
- Overseeing query management to ensure timely and professional resolution, particularly for high-risk or sensitive issues.
- Owning payment governance, ensuring all payment processes (including payment runs and direct debits) are appropriately controlled and approved.
- Leading period-end close for Accounts Payable, ensuring completeness, accuracy and adherence to reporting deadlines.
- Overseeing audit requirements, ensuring all documentation, controls and evidence are in place and audit queries are addressed effectively.
- Owning supplier onboarding controls and ensuring master data governance is robust and compliant.
- Driving process improvement initiatives, identifying opportunities to enhance efficiency, controls and scalability of AP operations.
- Leading system and process enhancements, working with finance and technology teams to implement changes.
- Ensuring clear allocation of responsibilities across the team, maintaining effective coverage and continuity of operations.
- Providing oversight rather than routine involvement in transaction processing, intervening only where necessary to resolve issues or risks.

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:

- Delivering accurate and timely payments to maintain supplier confidence.
- Maintaining integrity in team processes and financial controls.
- Upholding ethical standards across all accounts payable activities
- Ensuring transparency in reporting and financial reconciliations.

I will be helpful by:

- Supporting team members to resolve queries and challenges.
- Encouraging collaboration across finance, trading, and administration teams.
- Providing guidance and coaching to develop team competence.
- Assisting internal colleagues with accounts payable and ledger queries.

I will be respectful by:

- Listening to team and supplier feedback with consideration.
- Valuing diversity and recognising contributions from all team members.
- Acknowledging different viewpoints in problem-solving and decision-making.
- Communicating courteously with all stakeholders to maintain strong relationships..

I will inspire others by:

- Demonstrating best practice in accounts payable and ledger management.
- Motivating the team through example and high standards.
- Encouraging innovation in improving processes and resolving issues.
- Championing a positive, collaborative, and pro-active team culture.

I will value people by:

- Recognising team achievements in accurate invoice processing and reconciliations.
- Appreciating efforts to resolve complex or sensitive supplier queries.
- Celebrating suggestions that improve processes and team efficiency.
- Acknowledging contributions to internal collaboration and wider business support.

I will empower others by:

- Encouraging independent decision-making within the team while maintaining controls.
- Supporting pro-active identification of errors and process improvements.
- Enabling team members to take ownership of their responsibilities.
- Promoting initiative in streamlining processes and improving supplier service.