

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:

- Supporting the delivery of accurate and compliant payroll and pension services for colleagues and pensioners.
- Maintaining pension scheme administration, ensuring contributions, data, and records are reconciled and up to date.
- Assisting with compliance processes, audits, and re-enrolment activities in line with legislation and policy.
- Acting as a key point of contact for payroll and pension-related queries from members and dependants.

You'll report to:

- Payroll and Pensions Manager

Your hours:

- 37.5 hours per week (FTE)

Your relationships:

- Colleagues within the Payroll team, alongside colleagues from People Systems, People Operations, IT and Finance.
- Colleagues within the trading areas including Food, Travel and Pharmacy among others.
- Colleagues within the wider organisation which include Marketing, Health, Safety and Security, Talent Acquisition, etc.
- Pensioner members and their dependants
- Other external relationships including actuaries, auditors, pension providers, solicitors and IFA's.

What you'll bring to us:

- At least three years' experience in a fast-paced payroll and pensions environment, with detailed knowledge of PAYE, National Insurance, statutory payments, and pensions regulations.
- Showing strong IT skills, including Excel, Word, Outlook, Teams and ideally experience of iTrent software.
- Bringing accuracy and attention to detail in data entry, with excellent numeracy and problem-solving skills.
- Building effective relationships across the business and with external bodies, handling sensitive information with discretion and professionalism.
- Strong analytical skills with the ability to investigate and resolve payroll discrepancies.
- Ability to work autonomously, manage competing priorities, and meet tight deadlines.
- A professional, approachable, and adaptable attitude with strong interpersonal skills.
- Knowledge of GDPR, data protection, and compliance with payroll legislation.



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:	- Processing new starter pensioner members and leavers into the payroll system. - Acting as the point of contact for member queries, providing accurate and timely responses. - Supporting the full end-to-end pensioner payroll process, including reconciliation of payroll, journals in Unit 4 and payroll clear down. - Managing assessment and auto enrolment processes for eligible employees. - Updating contribution levels and supporting the review of member contributions. - Preparing, checking, and processing BACS payments for tax-free lump sums and refunds to dependants. - Maintaining DB scheme data and associated spreadsheets accurately and securely - Providing full life-cycle administration services to clients, members, and dependants, ensuring service excellence. - Assisting with annual scheme audits, pensioner existence checks, and half-year/year-end accounting processes. - Supporting the line manager with the annual pension increase process. - Reconciling pension contributions each month in Unit 4 and resolving discrepancies. - Supporting cyclical processes including re-enrolment of employees into pension schemes. - Assisting with ad-hoc administration tasks, payroll/pension projects, and data analysis. - Peer checking calculations, reconciliations and correspondence to ensure accuracy and compliance. - Producing and updating procedure notes for payroll and pensions administration tasks. - Completing UAT testing when required on new Payroll/HR system functionality. - Supporting internal and external stakeholders by providing accurate data and reports as required. - Completing quarterly member movements and cashflow reports. - Producing annual pension accounts and assisting with external audit needs as and when required.
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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:	- Ensuring accurate payroll and pension processing to maintain member confidence and financial integrity. - Maintaining confidentiality when handling personal, financial, and sensitive member data. - Complying with pension legislation, HMRC guidance, and Society policies at all times. - Checking data and calculations carefully to deliver accuracy and reliability.
I will be helpful by:	- Supporting members and dependants with clear, professional responses to queries. - Assisting colleagues with peer checking, reconciliations, and pension tasks. - Sharing knowledge, updates, and best practices with the wider team. - Collaborating with internal and external stakeholders to ensure efficient service delivery.
I will be respectful by:	- Treating members and dependants with care, professionalism, and discretion. - Listening to colleagues’ input and providing constructive feedback and support. - Recognising the contributions of colleagues and valuing teamwork. - Communicating courteously and respectfully across all interactions.
I will inspire others by:	- Demonstrating commitment to delivering accurate and timely pension and payroll services. - Taking ownership of personal development and building payroll/pensions expertise. - Promoting a positive reputation of the team through excellent service delivery. - Encouraging colleagues by contributing to a supportive and collaborative environment.
I will value people by:	- Delivering accurate payroll and pension services that directly impact colleague wellbeing and trust. - Providing reliable reporting and reconciliations to support Society decision-making. - Demonstrating consistency and reliability in completing payroll and pension tasks. - Supporting colleagues and members to feel secure and supported in pension processes.
I will empower others by:	- Taking responsibility for delivering pension and payroll tasks accurately and efficiently. - Using initiative to identify discrepancies and suggest process improvements. - Supporting system testing and implementation to enhance payroll and pensions processes. - Contributing ideas to improve efficiency, accuracy, and service delivery.