



About us...

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:	<ul style="list-style-type: none"> - Supporting the accurate and timely processing of payroll for Society colleagues, ensuring compliance with statutory and contractual requirements. - Assisting with payroll administration and reporting, ensuring data integrity and a high standard of service delivery to colleagues and stakeholders. - Contributing to continuous improvement by identifying opportunities to simplify processes, strengthen controls and enhance payroll efficiency.
You'll report to:	<ul style="list-style-type: none"> - Payroll and Pensions Manager
Your hours:	<ul style="list-style-type: none"> - 37.5 hours per week (FTE)
Your relationships:	<ul style="list-style-type: none"> - 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. - Customers and suppliers at all levels.
What you'll bring to us:	<ul style="list-style-type: none"> - At least two years' experience in a fast-paced payroll environment, with detailed knowledge of PAYE, National Insurance, statutory payments, and payroll 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

Your Purpose – *I will contribute to my team and the Society's ongoing success in this role by...*

Your duties and responsibilities:

- Processing payroll accurately and on time, inputting data in line with statutory and contractual requirements.
- Checking and validating payroll reports, identifying and correcting errors to ensure accurate payslips.
- Calculating statutory payments such as SSP, SMP and SPP, and issuing statutory forms as required.
- Supporting the processing of starters, leavers, holiday pay calculations, and additional payments.
- Checking and validating bank details for payroll changes, ensuring accuracy and security.
- Processing deductions such as court orders, union fees and voluntary contributions, ensuring third-party payments are completed on time.
- Assisting with pension processing, including enrolments, changes, and supporting compliance with auto-enrolment.
- Investigating and resolving payroll queries from colleagues, providing clear and accurate information on pay, tax, and NI
- Calculating and processing emergency manual payments outside the standard payroll cycle.
- Supporting the Team Leader with payroll data analysis, reporting, and quality checks.
- Distributing payslips and payroll documentation and preparing payment schedules for third parties.
- Maintaining payroll records, filing, scanning and processing internal and external mail.
- Contributing to payroll procedure development, suggesting improvements for greater efficiency and compliance.
- Liaising with colleagues across the People Team, People Systems Team, and external organisations to ensure accurate and efficient payroll operations.
- Keeping up to date with payroll legislation, regulations and best practice, ensuring compliance at all times.
- Supporting training and guidance for managers and colleagues to promote accurate and timely payroll input.
- Ensuring compliance with GDPR and data protection requirements in all payroll processes.
- Participating in professional development and supporting payroll-related projects and initiatives.
- Providing cover and support for other payroll colleagues and undertaking additional tasks as required.

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 payroll accuracy and confidentiality at all times.
- Delivering on commitments to colleagues, paying them correctly and on time.
- Maintaining compliance with legislation, policies and processes.
- Acting with integrity when handling sensitive payroll data.

I will be helpful by:

- Supporting colleagues with payroll queries, providing clear and accurate guidance.
- Assisting the payroll team with reporting, problem-solving and administration.
- Collaborating with managers to ensure payroll input is timely and accurate.
- Sharing knowledge and offering support to colleagues across the People Team.

I will be respectful by:

- Handling confidential information with professionalism and discretion.
- Communicating clearly and respectfully with colleagues at all levels
- Listening carefully to payroll-related concerns and resolving issues constructively.
- Valuing the contribution of colleagues within a collaborative team environment.

I will inspire others by:

- Striving for excellence in payroll accuracy and service delivery.
- Promoting best practice and compliance across payroll processes
- Encouraging colleagues to embrace improvements and new ways of working.
- Demonstrating a positive and proactive approach within the team.

I will value people by:

- Recognising the importance of payroll in supporting colleague wellbeing.
- Appreciating the contributions of colleagues and stakeholders in achieving accurate payroll delivery.
- Providing accurate reports and data that support informed decision-making.
- Delivering a reliable service that makes colleagues feel appreciated and supported.

I will empower others by:

- Taking ownership of tasks and responsibilities within the payroll cycle.
- Seeking opportunities for learning and professional development.
- Identifying and suggesting process improvements to strengthen efficiency.
- Using initiative to resolve payroll issues while working collaboratively as part of the team.