

## 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 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:

- 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.
- Customers and suppliers at all levels.

### What you'll bring to us:

- 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

*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 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:	<ul style="list-style-type: none"><li>- Ensuring payroll accuracy and confidentiality at all times.</li><li>- Delivering on commitments to colleagues, paying them correctly and on time.</li><li>- Maintaining compliance with legislation, policies and processes.</li><li>- Acting with integrity when handling sensitive payroll data.</li></ul>
I will be helpful by:	<ul style="list-style-type: none"><li>- Supporting colleagues with payroll queries, providing clear and accurate guidance.</li><li>- Assisting the payroll team with reporting, problem-solving and administration.</li><li>- Collaborating with managers to ensure payroll input is timely and accurate.</li><li>- Sharing knowledge and offering support to colleagues across the People Team.</li></ul>
I will be respectful by:	<ul style="list-style-type: none"><li>- Handling confidential information with professionalism and discretion.</li><li>- Communicating clearly and respectfully with colleagues at all levels</li><li>- Listening carefully to payroll-related concerns and resolving issues constructively.</li><li>- Valuing the contribution of colleagues within a collaborative team environment.</li></ul>
I will inspire others by:	<ul style="list-style-type: none"><li>- Striving for excellence in payroll accuracy and service delivery.</li><li>- Promoting best practice and compliance across payroll processes</li><li>- Encouraging colleagues to embrace improvements and new ways of working.</li><li>- Demonstrating a positive and proactive approach within the team.</li></ul>
I will value people by:	<ul style="list-style-type: none"><li>- Recognising the importance of payroll in supporting colleague wellbeing.</li><li>- Appreciating the contributions of colleagues and stakeholders in achieving accurate payroll delivery.</li><li>- Providing accurate reports and data that support informed decision-making.</li><li>- Delivering a reliable service that makes colleagues feel appreciated and supported.</li></ul>
I will empower others by:	<ul style="list-style-type: none"><li>- Taking ownership of tasks and responsibilities within the payroll cycle.</li><li>- Seeking opportunities for learning and professional development.</li><li>- Identifying and suggesting process improvements to strengthen efficiency.</li><li>- Using initiative to resolve payroll issues while working collaboratively as part of the team.</li></ul>