

## 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

<p>Job purpose:</p>	<ul style="list-style-type: none"> <li>- Acting as the subject matter expert for iTrent Payroll, supporting the Payroll Systems Analyst in maintaining, developing, and optimising all aspects of the system and its configuration.</li> <li>- Supporting payroll colleagues by delivering and enhancing iTrent training, building capability and confidence across the team.</li> </ul>
<p>You'll report to:</p>	<ul style="list-style-type: none"> <li>- Payroll and Pensions Manager</li> </ul>
<p>Your hours:</p>	<ul style="list-style-type: none"> <li>- 37.5 hours per week (FTE)</li> </ul>
<p>Your relationships:</p>	<ul style="list-style-type: none"> <li>- All colleagues within the Payroll Team, alongside colleagues from People Systems, People Operations, IT and Finance.</li> <li>- Colleagues within the trading areas including Food, Travel and Pharmacy among others.</li> <li>- Colleagues within the wider organisation which include Marketing, Health, Safety and Security, Talent Acquisition, etc.</li> <li>- Customers, suppliers and other external contacts, including iTrent consultants.</li> </ul>
<p>What you'll bring to us:</p>	<ul style="list-style-type: none"> <li>- Strong understanding of payroll processes and practices, including end-to-end processing, statutory payments, RTI, and new starter processing.</li> <li>- In-depth knowledge of payroll and absence calculations within iTrent, with the ability to identify and implement enhancements.</li> <li>- Ability to improve the efficiency of existing iTrent calculations and processes.</li> <li>- Solid system administration knowledge within iTrent, including completing audits and identifying system errors.</li> <li>- Experience of rostering within iTrent is desirable but not essential.</li> <li>- Experience of setting up and implementing payroll benefits.</li> <li>- Knowledge of Business Objects reporting, with the ability to build and develop reports in line with business requirements.</li> <li>- Ability to prioritise and manage workload effectively, working autonomously in a structured environment with a professional and approachable manner.</li> <li>- Adaptable and resilient, with a strong focus on meeting deadlines across project cycles.</li> </ul>

**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:

- Supporting with iTrent payroll projects, including timelines, resources and deliverables to ensure successful deployment.
- Providing support and guidance throughout UAT phases.
- Creating and communicating process flow documents to the wider team relating to payroll procedures.
- Maintaining the iTrent payroll system alongside the payroll team, ensuring it is up-to-date and running smoothly, by performing regular system checks and updates.
- Providing technical support to users, troubleshooting system issues and resolving problems promptly.
- Developing and delivering training programs for colleagues on using the iTrent payroll system effectively.
- Analysing and optimising payroll workflows and processes in iTrent to enhance efficiency and accuracy.
- Implementing best practices for payroll processing and system usage alongside the Payroll and Pensions Manager, ensuring compliance with Society policies and legal regulations.
- Analysing payroll data to identify trends, discrepancies and opportunities for improvement.
- Identifying, assessing and managing payroll project risks, maintaining the risk log and implementing mitigation strategies in line with the PMO.
- Implementing quality control measures to ensure the system meets specified requirements and standards.
- Working closely with HR, finance, and IT teams to ensure seamless integration and operation of the iTrent system for any future projects

## 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 payroll and auto-enrolment processing, right first time.
- Maintaining confidentiality when handling colleague pay and personal data.
- Following payroll controls, deadlines and statutory requirements consistently.
- Communicating honestly about errors, risks or required corrections.

I will be helpful by:

- Supporting colleagues and managers with clear payroll guidance and explanations.
- Responding promptly to payroll queries with practical, solution-focused advice.
- Sharing payroll knowledge with team members to improve service quality.
- Collaborating with Payroll, Pensions and Finance teams to resolve issues.

I will be respectful by:

- Treating colleagues fairly and sensitively when handling pay queries.
- Listening carefully to concerns about pay, deductions or pension matters.
- Communicating complex payroll information in plain, accessible language.
- Valuing diverse working patterns across Food, Pharmacy, Travel and Funeral teams.

I will inspire others by:

- Role-modelling accuracy, organisation and professionalism in payroll delivery.
- Driving continuous improvement in payroll processes and controls.
- Supporting system improvements and testing to strengthen payroll quality.
- Showing pride in supporting colleagues through accurate and timely pay.

I will value people by:

- Recognising team contributions during busy payroll cycles.
- Supporting a collaborative, positive Payroll and Pensions team culture.
- Celebrating successful payroll runs and process improvements.
- Building strong relationships across the Society.

I will empower others by:

- Taking ownership of payroll tasks and meeting critical deadlines.
- Identifying errors early and suggesting process improvements.
- Managing workload confidently across multiple payroll cycles.
- Continuing to develop payroll knowledge and professional qualifications.