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:	- Supporting the Policy and Compliance Lead with the Society's people policy and compliance framework, coordinating policy reviews, audits, monitoring, reporting and implementation of updated policies and procedures. - Managing operational people compliance checks, including Right to Work, DBS and driver checks, maintaining accurate records and providing guidance and administrative support to managers and colleagues.
You'll report to:	- Policy and Compliance Lead
Your hours:	- 37.5 hours per week (FTE)
Your relationships:	- Colleagues from across Lincolnshire Co-op, including People, Learning and Development, Talent Acquisition Team, Internal Communications Team and Payroll - SME's, managers and colleagues across the Society. - Trade Union Representatives - External compliance providers - DBS providers and screening partners - External auditors and regulatory bodies
What you'll bring to us:	- Experience working within an administrative, People, HR, compliance, governance or policy environment. - Strong organisational and workload management skills with the ability to prioritise competing demands. - Excellent attention to detail and ability to maintain accurate records and audit trails. - Strong written communication skills and ability to draft professional documents and reports. - Experience maintaining databases, trackers and document management systems. - Good working knowledge of Microsoft Office, particularly Excel, Word and PowerPoint. - Ability to build positive working relationships and communicate effectively. - Ability to handle confidential and sensitive information appropriately. - Understanding of the importance of compliance, governance and regulatory requirements. - Ability to work independently whilst recognising when escalation is required. - A proactive approach to continuous improvement and process enhancement. - Full UK driving licence access to a vehicle for business use is desirable.

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 the drafting, formatting, publication, maintenance and implementation of People policies, procedures, guidance documents and associated templates.
- Maintaining policy version control, review schedules, governance records, policy registers and related trackers.
- Co-ordinating policy reviews and supporting consultation exercises with managers, colleague groups, Trade Union representatives and other stakeholders.
- Liaising with the Internal Communications team, managers and business leaders to support the communication, rollout and embedding of new and revised policies.
- Updating policy content across the intranet and other policy repositories to ensure information remains accurate, current and accessible.
- Monitoring legislative and regulatory developments and highlighting changes requiring policy review or action.
- Administering and monitoring high-risk compliance activities, including Right to Work, visa, DBS, driver licence, colleague records and other employment-related compliance checks.
- Managing compliance deadlines, expiries and repeat checks, ensuring accurate records are maintained and appropriate action is taken to reduce the risk of non-compliance.
- Reviewing compliance records and following up with colleagues, managers and third parties where documentation, evidence or actions are outstanding.
- Identifying, escalating and supporting the resolution of compliance concerns, unusual cases and potential risks.
- Conducting regular people compliance audits and file reviews, preparing audit evidence and maintaining accurate audit trails.
- Supporting internal and external audit activity and monitoring progress against audit recommendations and compliance action plans.
- Producing and maintaining compliance reports, dashboards, trackers and management information, highlighting trends, risks, overdue actions and opportunities for improvement.
- Recording meeting notes, actions, decisions and governance outcomes, ensuring agreed actions are tracked and completed within agreed timescales.
- Supporting People Team and wider Society projects relating to policy, governance, compliance and colleague processes.
- Contributing to continuous improvement initiatives by identifying opportunities to strengthen compliance controls, governance processes and colleague experience.

Together we



- 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:	- Writing clear, compliant policies and following through on commitments. - Handling sensitive matters with discretion, integrity and sound judgement. - Ensuring policies reflect legislation, best practice and Society values. - Owning outcomes and delivering accurate guidance managers can rely on.
I will be helpful by:	- Providing practical guidance that supports confident, consistent management decisions. - Translating complex legal requirements into clear, plain-English policy advice. - Supporting teams through change with empathy, clarity and calm direction. - Responding promptly to queries with solutions focused on real outcomes.
I will be respectful by:	- Applying policies fairly, listening carefully and valuing different perspectives. - Working collaboratively with colleagues, managers and union representatives. - Promoting dignity at work in every policy and conversation. - Encouraging open discussion while maintaining professionalism and confidentiality.
I will inspire others by:	- Championing better ways of working across people policy and governance. - Building credibility as a trusted, constructive voice on compliance matters. - Encouraging managers to lead confidently and fairly through clear guidance. - Promoting continuous learning in employment law and people practice.
I will value people by:	- Building strong relationships across teams to support shared understanding. - Recognising contributions and celebrating improvements in people compliance. - Supporting colleagues' development through clear guidance and shared learning. - Creating policies that improve colleague experience and organisational trust.
I will empower others by:	- Simplifying processes so managers can act confidently and compliantly. - Providing tools and guidance that support effective self-service management. - Taking initiative to improve systems, policies and governance controls. - Encouraging ownership of people practices across the Society.