



Head of Financial Planning and Analysis

Organisation: Central England Co-operative / OurCoop

Location: Lichfield (multi-site including Support Centres in Lichfield and Warwick) / hybrid

Reports to: Senior Head of Commercial Finance

COMPANY BACKGROUND

OurCoop is the UK's largest independent co-operative Society of £1.6Bn Sales, with more than one million Members and 13,000 colleagues operating in communities nationwide. Its heritage spans over 175 years and was formed by bringing together Central Co-op, The Midcounties Co-operative (Jan 26) and Chelmsford Star Co-op (Autumn 25) to create a stronger, member-owned organisation rooted in shared co-operative values.

The Society trades nationally through its family of businesses while remaining deeply rooted in local communities. Its footprint spans Gloucestershire, Oxfordshire, Wiltshire and Bedfordshire in the South and West; the Midlands including Derbyshire, Staffordshire and Northamptonshire; the North including Cheshire, Greater Manchester, Lancashire and Yorkshire; and the East of England, including Essex, Norfolk and Suffolk.

OurCoop and its family of businesses are trading names of Central England Co-operative Limited.

OurCoop brings together a family of established co-operative businesses operating across food retail, travel, funeralcare, Early Years and utilities:

- FoodCoop – Over 500 stores at the heart of high streets across the UK and serving communities with quality, responsibly sourced products.
- TravelCoop – More than 70 branches plus online services, helping people explore the world while supporting ethical tourism.
- FuneralCoop – Over 150 funeral homes, providing dignified, compassionate support when families need it most.
- Little Pioneers – More than 40 Early Years nurseries giving children the best possible start, run on co-operative principles.
- EnergyCoop, MobileCoop and BroadbandCoop – The UK's only co-operative utilities provider, demonstrating that essential services don't need to prioritise shareholder dividends over customer needs.

We also have over 1,100 property assets, recently launched a Media Coop and offer members the opportunity to invest from a pound for a single share to a long-term investment. Additionally, we are committed to thoughtful investment bringing

communities to life and giving back to communities via the Community Dividend Fund and are on a journey to deliver green energy self-sufficiency.

We're independent from The Co-operative Group, but we're part of the wider co-operative movement, working together to provide all sorts of benefits for our members and customers. In the true spirit of co-operation, we work with each other so that, as part of a larger unit, we have the buying power of much bigger companies through economies of scale.

Our vision is to be the UK's best consumer co-operative by making a real difference to our members and our communities.

THE ROLE & KEY ACCOUNTABILITIES

The Head of Financial Planning and Analysis is a critical leadership role within the Finance function, responsible for leading financial planning, forecasting, analysis and performance insight across OurCoop.

The role will provide high-quality financial leadership, commercial insight and performance transparency to support strategic decision-making across a complex, multi-business and multi-site organisation.

Acting as a trusted partner to the Senior Head of Commercial Finance, Finance Leadership Team and operational leaders, the successful candidate will drive a culture of accountability, forecasting accuracy and data-led decision making while helping shape the future finance capability of the integrated Society.

The role will play a central part in:

- Delivering robust financial planning, forecasting and analysis across the Society
- Proactively supporting performance improvement and value creation across internal and external opportunities
- Delivering productivity and continuous improvement for every pound spent across Overheads and Capex
- Driving consistency and integration across legacy societies
- Improving forecasting, analytics and decision support capability for the Society's financial performance
- Embedding a high-performance, insight-led finance culture
- Supporting strategic investment and transformation programmes

This is an outstanding opportunity for an ambitious finance leader who combines strong technical capability with commercial acumen, operational credibility and the ability to influence at senior levels.

KEY ACCOUNTABILITIES

Better Every Day – Financial Planning, Analysis and Performance

- Lead the Society's budgeting, forecasting and long-range planning processes.

- Deliver high-quality periodic, quarterly and annual externally benchmarked performance analysis and management insight across the Group.
- Ensure clear financial visibility, robust controls and performance transparency.
- Drive a “no surprises” approach to forecasting accuracy and financial performance.
- Develop actionable insight across:
 - Revenue, margin and profitability
 - Cost control and operational efficiency
 - Working capital and cash generation
 - Overheads and operational performance
 - Property and investment returns
 - Performance trends and business risks
- Support the development and tracking of KPIs and value drivers across the Society.
- Lead scenario planning and sensitivity analysis across key commercial and economic drivers.
- Identify risks and opportunities early and support corrective actions.
- Continuously improve planning, forecasting, analytics and decision-support capability.
- Drive standardisation and simplification of FP&A processes, models and performance reporting across the integrated Society.

Work Together With Purpose – Leadership and Business Partnering

- Lead, develop and inspire the FP&A team and broader performance analysis capability.
- Build a high-performing, commercially focused and insight-led finance function.
- Develop capability in:
 - Financial planning and analysis
 - Forecasting and scenario modelling
 - Commercial insight generation
 - Business partnering
 - Data analytics and visualisation
 - Performance management
- Act as a trusted partner to the Senior Head of Commercial Finance, Finance Leadership Team and operational stakeholders.
- Influence and challenge senior stakeholders to improve business performance.
- Support strategic decision-making through robust financial analysis and insight.
- Build strong cross-functional relationships across Finance, Commercial, Technology and Overhead cost centres.
- Improve team engagement, capability and succession planning.
- Support the integration of FP&A processes, systems, reporting and ways of working across the three Societies.

Make a Difference – Insight, Transformation and Value Creation

- Support strategic investment decisions through robust financial modelling and business cases.
- Lead strategic financial analysis across:
 - Operational investment
 - Property and estate optimisation
 - Technology and AI initiatives
 - Cost transformation programmes
 - Supply chain and productivity improvements
 - Sustainability and green energy initiatives
- Ensure robust post-investment review processes and value tracking.
- Drive continuous improvement in planning tools, analytics capability, systems and automation.
- Support the development of integrated dashboards, KPIs, forecasting tools and management information.
- Translate financial insight into clear actions that improve outcomes for Members, customers and communities.
- Support long-term value creation and sustainable growth across the Society.

We're a Caring Community – Our Co-operative Difference

- Support the Society's commitment to sustainability, community investment and long-term stewardship.
- Ensure financial planning supports both commercial performance and co-operative values.
- Contribute to building a unified culture and operating model across the integrated Society.
- Support the delivery of scale benefits and efficiencies across the broader OurCoop structure.
- Champion collaboration, integrity and member-focused decision-making.

SKILLS & EXPERIENCE

The ideal candidate will have / be:

- Qualified accountant (ACA, ACCA, CIMA or equivalent)
- Significant experience in FP&A, financial planning, analysis or commercial finance leadership roles
- Strong experience within retail, consumer, hospitality or multi-site operational environments
- Proven success in improving financial performance, forecasting and decision support
- Strong understanding of retail and operational performance drivers
- Excellent financial modelling, forecasting and analytical capability
- Experience leading budgeting, forecasting and long-range planning processes
- Strong stakeholder management and influencing skills
- Ability to operate effectively in complex and evolving environments
- Experience leading and developing high-performing teams

- Strong communication and presentation skills
- High levels of integrity, credibility and emotional intelligence
- A collaborative and values-led leadership style
- Energy, resilience and a continuous improvement mindset

The candidate will likely demonstrate leadership characteristics as follows:

- Commercially astute and strategically minded
- Hands-on, pragmatic and delivery focused
- Comfortable operating at pace and through ambiguity
- Naturally collaborative and relationship-oriented
- Data-led but action-focused
- Confident influencing and constructively challenging senior stakeholders
- Passionate about developing people and teams

SALARY AND BENEFITS

Competitive base salary with a flexible benefits package