About us...

Lincolnshire Co-op, based in the historic city of Lincoln, is one of the most successful and progressive independent co-operatives in the country, with an annual turnover in excess of £300 million.

Essential Information – what you need to know

Job purpose:	- Responsible for ensuring the delivery of high-quality IT services to meet the agreed service level agreements (SLA's). - Supporting change projects through service transition activities and providing support for incident management around key services.
You'll report to:	- Service Delivery Manager
Your hours	- 37.5 hours per week. - Typical working hours will be Monday – Friday, 9.00am – 5.30pm. - Out of hours duty management responsibility on a rostered basis for incident management and resolution.
Your relationships:	- A wide range of internal and external contacts, networks and collaborative partnerships. - Internal relationships may include among others, IT, Communications, Marketing, People and Health and Safety.
What you'll bring to us:	- Degree or equivalent experience in Information Technology, Computer Science, or a related field. - Proven experience as an IT Service Manager or in a similar role. - Strong understanding of ITIL (Information Technology Infrastructure Library) principles and practices. - ITIL certification would be desirable. - Experience in managing service transition activities. - Familiarity with incident management processes and tools. - Excellent customer service and relationship management skills. - Experience in managing vendor relationships and contract management, including negotiation. - Strong analytical and problem-solving skills. - Ability to identify and implement continuous improvement initiatives. - Excellent communication and interpersonal skills.

We're an Age-friendly Employer

disability confident LEADER

INVESTORS IN PEOPLE™ We invest in people Platinum

MINDFUL EMPLOYER

Job Description – IT Service Manager
Date for Review – 11th July 2025
Reference – MB/SD/1/051160

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	- Taking accountability for the delivery of specific IT services and ensuring they meet the agreed SLA's. - Monitoring and reporting on service performance against SLA's, taking corrective action as necessary to meet targets. - Owning and managing the IT service relationship with internal customers. - Acting as the primary point of contact for service-related issues and concerns, ensuring a high level of customer satisfaction. - Managing key relationships with IT suppliers providing underlying technology services. - Managing supplier performance and ensuring they continue to deliver value for money in the best interests of the Society. - Identifying and implementing continuous improvement opportunities to enhance service delivery and efficiency. - Supporting change projects by managing service transition activities to ensure new or changed services are smoothly integrated into the operational environment. - Developing and maintaining service transition plans, ensuring minimal disruption to existing services. - Providing support for incident management processes to ensure prompt resolution of incidents affecting key services. - Working closely with the team to identify root causes for any incidents and implement corrective actions to prevent recurrence.

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Together we are...

- **Helpful –** we'll look for ways to make a difference
- **Inspiring –** we'll help everyone be the best they can be
- **Trustworthy –** we can be relied on

Together@ Lincolnshire Co-op

Your Approach – how you will contribute to your team and the Society's ongoing success in this role.

I will be helpful by:	- Responding positively to requests from colleagues and customers. - Trying to get it right first time. - Resolving customer complaints and take corrective action. - Sharing my knowledge with my colleagues. - Offering to help before being asked. - Going above and beyond. - Contributing to the team and its success.
I will inspire others by:	- Supporting and encouraging one another. - Being a positive role model. - Listening and learning from my colleagues and line manager. - Building strong relationships with customers and colleagues. - Suggesting new ideas and trying new things. - Taking pride in my work and celebrating success.
I will be trustworthy by:	- Using good judgement in all situations. - Being open and honest. - Take responsibility for my work and delivering positive outcomes. - Treating everyone fairly and with respect. - Doing my best for each other and our communities.

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