

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 the management of the Service Desk, IT Support and IT Support Engineers
- Providing consultation for projects involving application changes and supporting incident management for key services.

You'll report to:

- IT Service Delivery Manager

Your hours

- 39 hours per week.
- Typical working hours will be Monday – Friday, 8.30am – 5.00pm.

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:

- Proven experience as an IT Service Operations Manager or in a similar role managing multiple IT support teams.
- Strong understanding of ITIL (Information Technology Infrastructure Library) principles and practices.
- Certification in relevant IT frameworks (e.g., ITIL) would be desirable.
- Experience with being a lead as part of IT incident management
- Experience with chairing a Change Advisory Board
- Experience leading and managing teams, including both internal staff and external partners.
- Excellent vendor management skills, with the ability to negotiate and manage technical service agreements.
- Strong analytical and problem-solving skills, with a focus on continuous improvement.
- Experience in managing service transition activities.
- Ability to identify and implement continuous improvement initiatives.
- Excellent communication and interpersonal skills.



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	<ul style="list-style-type: none">- Taking accountability for the delivery of specific IT services and ensuring they meet the agreed SLA’s.- Responsible for IT Support team, Support Engineer team, Service Desk, User Fulfilment Team with reporting Team Leaders.- Monitoring and reporting on service performance against SLA’s, taking corrective action as necessary to meet targets.- Managing the User Fulfilment team with identity access management, ensuring high-standards of security, RMAs and equipment requests.- Acting as the primary point of contact for service-related issues and concerns, ensuring a high level of customer satisfaction.- Identifying and implementing continuous improvement opportunities to enhance service delivery and efficiency.- Supporting change projects by supporting service transition activities to ensure new or changed services are smoothly integrated into the operational environment.- Manage and co-ordinate responses to major incidents, providing swift communication and resolution with the key stakeholders.- Creating and reviewing performance reports within service delivery for service reviews to identify key metrics and areas for improvement.- Working closely with the team to identify root causes for any incidents and implement corrective actions to prevent recurrence.- Duty Manager duties on a rostered basis for incident management outside of business hours
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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:

- Ensuring IT services meet SLAs, delivering stable and reliable system performance.
- Managing security and access controls with integrity, protecting data and user information.
- Maintaining clear audit trails and documentation to support compliance and operational transparency.
- Demonstrating accountability during incidents, owning outcomes and communicating resolutions effectively.

I will be helpful by:

- Supporting teams by offering clear guidance, technical insight, and quick decision-making.
- Promoting a collaborative culture between service teams, users and wider business functions.
- Responding promptly to escalations, always focused on achieving the best user experience.
- Facilitating smooth onboarding of new services through supportive service transition planning.

I will be respectful by:

- Treating all colleagues, vendors and stakeholders with courtesy and professional communication.
- Encouraging inclusive dialogue to ensure everyone feels heard and respected in decision-making.
- Valuing diverse perspectives when reviewing service challenges or planning improvements.
- Building strong cross-functional relationships through empathy, consistency and fairness.

I will inspire others by:

- Leading by example during major incidents, staying calm and focused under pressure.
- Encouraging innovation and continuous learning within technical and support teams.
- Celebrating success and acknowledges team contributions during reviews and retrospectives.
- Setting high standards in service quality, motivating teams to deliver their best work.

I will value people by:

- Providing feedback that recognises individual effort and team-wide achievements.
- Sharing performance insights to help teams understand their contribution to the organisation's success.
- Encouraging ownership of responsibilities, allowing teams to feel trusted and capable.
- Offering development opportunities to help staff grow in confidence and skill.

I will empower others by:

- Delegating responsibility effectively, trusting team leads to manage operations independently.
- Providing tools, data and frameworks to help teams make informed service decisions.
- Supporting career development through mentoring, training access and role progression opportunities.
- Enabling teams to implement process improvements without unnecessary red tape.



Your behaviours

- Adhering to Principles and Values – responding suitably to values-led decisions
- Presenting and Communicating Information – translating information appropriately
- Relating and Networking – sharing knowledge to develop and learn from others
- Working with People – building a strong and adaptable team

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

I will adhere to the principles and values of the Society by:

- Being honest, transparent and consistent in all actions and communications.
- Treating others with dignity and respect, valuing their diversity and different perspectives.
- Listening actively and consider the opinions of others.
- Taking accountability for my actions and decisions.
- Fostering a spirit of teamwork, co-operation and positive relationships.

I will present and communicate information clearly by:

- Tailoring my communication to the level of understanding and background of the audience.
- Paying close attention to others when they speak.
- Providing examples to illustrate complex concepts to make my message more relatable.
- Encouraging feedback and questions from colleagues to clarify understanding.

I will build a network of customers and colleagues by:

- Offering value to my network by sharing relevant insights, information, or resources.
- Fostering genuine relationships by demonstrating authenticity and integrity in my interactions.

I will work collaboratively with my colleagues by:

- Demonstrating an interest in and understanding of others.
- Recognising and rewarding the contribution of others.
- Listening and consulting with others and communicating appropriately.
- Supporting and caring for colleagues.
- Developing and openly communicating self-insight such as an awareness of own strengths and weaknesses.