

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

<p>Job purpose:</p>	<ul style="list-style-type: none"> - Taking responsibility for the comprehensive management of the portfolio of applications throughout their lifecycle, ensuring operational service and maintaining an up-to-date maintenance roadmap. - Providing consultation for projects involving application changes, implementing and providing second line support for incident management for key services.
<p>You'll report to:</p>	<ul style="list-style-type: none"> - Service Delivery Manager
<p>Your hours</p>	<ul style="list-style-type: none"> - 39 hours per week. - Typical working hours will be Monday – Friday, 8.30am – 5.00pm. - Out of hours duty management responsibility on a rostered basis for incident management and resolution.
<p>Your relationships:</p>	<ul style="list-style-type: none"> - A wide range of internal and external contacts, networks and collaborative partnerships with our Infrastructure, IT Support, Cyber Security, Service Delivery and IT Solution Delivery teams. - Internal relationships may include among others, IT, Communications, Marketing, People and Health and Safety.
<p>What you'll bring to us:</p>	<ul style="list-style-type: none"> - Degree or equivalent qualification or equivalent experience in Information Technology, Computer Science or a related field. - Proven experience as an Applications Manager, or experience in a similar role managing application portfolios. - Strong understanding of ITIL (Information Technology Infrastructure Library) principles and practices. - Certification in relevant IT frameworks (e.g., ITIL) would be desirable. - Experience managing application support in a complex multi-vendor environment. - Familiarity with project management principles and practices would be desirable. - Knowledge of application lifecycle management and maintenance practices. - Experience of leading and managing teams, including both internal colleagues and external partners. - Excellent vendor management skills with the ability to negotiate and manage technical service agreements. - Strong analytical and problem-solving skills that focus on continuous improvement. - Excellent communication and interpersonal skills.

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...

<p>Your duties and responsibilities</p>	<ul style="list-style-type: none"> - Taking accountability for managing the portfolio of applications from introduction through maintenance to end of life and decommissioning. - Ensuring all applications are effectively managed to meet business needs throughout their lifecycle. - Ensuring the continuous operational service of the portfolio of applications used across the Society. - Monitoring and maintaining application performance, availability and reliability to meet agreed service levels. - Developing and maintaining a maintenance roadmap for all applications, including planning for upgrades, patching and regular housekeeping activities. - Ensuring timely implementation of maintenance activities to prevent service disruptions and maintain application health. - Leading a team of application analysts to deliver high-quality application support and maintenance. - Creating a collaborative and productive team environment, providing guidance, mentorship and performance management. - Managing technical relationships with application partners to ensure effective maintenance and support of applications. - Negotiating service agreements, monitor supplier performance and addressing any issues to ensure service quality. - Providing expert consultation to projects involving changes to the applications domain. - Supporting project teams with technical advice, impact assessments and integration planning to ensure successful application changes. - Supporting the incident management process for key services, ensuring prompt resolution of application-related incidents. - Working with the team to identify the root causes of issues and implement corrective actions to prevent future incidents.
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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

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.



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:	<ul style="list-style-type: none"> - 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:	<ul style="list-style-type: none"> - 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:	<ul style="list-style-type: none"> - 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:	<ul style="list-style-type: none"> - 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.