

About us...

Lincolnshire



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:

- 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.

You'll report to:

- IT Service Delivery Manager

Your hours:

- 39 hours per week.

Your relationships:

- SME's, managers and colleagues across the Society.
- Colleagues from across Lincolnshire Co-op, including People, Learning and Development, Communications, Health, Safety and Security among others.
- Third-party suppliers and vendors to resolve escalated issues and ensure service continuity.

What you'll bring to us:

- 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.
- A full driving licence and access to a vehicle for business use.



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:	- 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.
--	---



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:

- Taking accountability for managing applications throughout their lifecycle.
- Maintaining accurate documentation and records.
- Delivering on maintenance, upgrades, and incident resolution.
- Communicating clearly and honestly with stakeholders.

I will be helpful by:

- Supporting project teams with technical advice and assessments.
- Assisting colleagues in troubleshooting issues.
- Sharing knowledge and best practices.
- Mentoring junior analysts and new team members.

I will be respectful by:

- Listening to colleagues and business users.
- Valuing input from internal teams and external partners.
- Responding professionally to issues.
- Encouraging collaboration and celebrating achievements.

I will inspire others by:

- Leading by example in managing applications.
- Promoting learning and professional development.
- Championing innovative solutions.
- Motivating colleagues to adopt best practices.

I will value people by:

- Recognising team and individual contributions.
- Providing constructive feedback.
- Acknowledging external partners' efforts.
- Ensuring team members feel supported.

I will empower others by:

- Encouraging initiative in solving challenges.
- Supporting decision-making to improve efficiency.
- Providing guidance and autonomy to the team.
- Enabling colleagues to develop skills and ownership.



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.
- Proactively engaging with internal and external stakeholders to encourage collaboration, share insights and align programme goals with customer and business needs.
- Establishing regular communication channels such as forums, briefings and feedback loops to build trust, encourage transparency, and maintain strong, mutually beneficial relationships.

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.