

About us...



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:

- Overseeing a portfolio of IT delivery projects and products, leading a diverse team of IT delivery and engineering professionals to ensure solutions are delivered on time, within scope, budget, and quality standards.
- Coordinating cross-project efforts and acting as a bridge between stakeholders and technical teams to align technology solutions with business goals.

You'll report to:

- Senior Solutions Delivery Manager

Your relationships:

- Colleagues within the IT and Digital team.
- Colleagues from across the Society which includes our Trading Areas, Community, Membership, Health, Safety & Security, etc.
- Third-party Vendors / Suppliers – Manage delivery performance and contractual obligations.
- Consultants / Delivery Partners – Coordinate external contributions to solution delivery.
- Industry Forums; To keep up to date with latest industry insight.

Key role responsibilities:

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

Your hours:

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

What you'll bring to us:

- Deep experience in project management processes and practices, and demonstrable experience of oversight of multiple concurrent IT projects or programmes.
- Strong leadership and line management experience.
- Deep understanding of IT solution delivery lifecycle, from scoping and conceptual design to deployment and service transition.
- Expertise in both Agile and Waterfall methodologies; ability to manage hybrid environments.
- Excellent stakeholder management and communication skills at all levels.
- Strong budgeting, forecasting, and financial management skills.
- Ability to manage risk, issues, and dependencies across complex projects.
- Experience working with and managing third-party vendors and outsourcing partners.
- Solid knowledge of enterprise architecture principles and technical delivery frameworks.
- Ability to drive process improvement and delivery governance.
- Familiarity with data protection, cybersecurity, and compliance standards (e.g., GDPR).
- Strong problem-solving and analytical thinking 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:

- Providing operational management and oversight across multiple IT projects and programmes.
- Managing and support IT Project Managers in delivering projects aligned with the Society's priorities.
- Ensuring all IT change initiatives meet agreed time, cost, scope, and quality standards.
- Establishing and enforce delivery frameworks, methodologies, and best practices.
- Monitoring project performance and intervene as needed to resolve delivery risks, issues and or dependencies.
- Aligning solution delivery with business goals, IT strategy, and enterprise architecture.
- Collaborating with business stakeholders to prioritise initiatives and manage expectations.
- Ensuring effective resource planning, capacity management, and team coordination, identifying resource capacity or capability gaps and addressing with appropriate actions or recommendations.
- Managing vendor and third-party contributions and contracts to ensure compliance with expected delivery standards addressing any shortfalls with proactive supplier relationship management.
- Driving continuous improvement in delivery processes, tools, and team capabilities.
- Providing regular updates and reporting to business owners and senior leadership on delivery progress and risks.
- Ensuring compliance with governance, cyber security, and regulatory requirements.
- Managing budgeting, forecasting, and financial tracking for IT change initiatives
- Facilitating cross-project dependencies and ensure integrated delivery across programmes of work.
- Staying informed on emerging technologies and delivery trends to enhance project outcomes.
- Promoting and ensure the adoption of agile, waterfall, or hybrid delivery methods as appropriate.
- Ensuring effective change management and communication plans are in place for IT initiatives.
- Lead post-implementation reviews to capture lessons learned and drive improvements.



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 all IT initiatives are delivered on time, scope, and budget.
- Maintaining compliance with governance, cyber security and regulatory requirements.
- Providing transparent reporting on project performance, risks, and mitigation actions.
- Overseeing vendors and third-party contributions, ensuring contract compliance.

I will be helpful by:

- Assisting stakeholders in delivering aligned IT projects.
- Collaborating with stakeholders to prioritise initiatives and set expectations.
- Guiding resource planning, capacity, and skill development.
- Managing cross-project dependencies for coordinated delivery.

I will be respectful by:

- Valuing input from delivery teams, stakeholders, and third-party partners consistently.
- Listening to feedback and addressing concerns with professionalism and fairness.
- Recognising team efforts while promoting a collaborative and inclusive delivery culture.
- Respecting business priorities while balancing multiple competing project demands.

I will inspire others by:

- Promoting adoption of agile, waterfall, or hybrid delivery methodologies appropriately.
- Encouraging improvement in delivery processes, tools and team performance.
- Driving innovation through technologies and modern delivery trends awareness.
- Driving post-implementation reviews to enhance future delivery.

I will value people by:

- Optimising resources and capacity for efficient programme delivery.
- Providing strategic oversight that ensures project alignment with business goals.
- Building effective relationships with stakeholders, vendors, and leadership.
- Ensuring teams feel supported, recognised, and equipped to deliver complex projects.

I will empower others by:

- Identifying, mitigating, and escalating risks across multiple projects proactively.
- Empowering Project Managers to act within governance frameworks.
- Overseeing programme operations to ensure successful delivery.
- Driving decision-making that improves efficiency, quality, and overall project outcomes.



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.