

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:

- Ensuring user requests, IT equipment orders and service fulfilments are processed accurately, efficiently and in line with organisational standards.
- Monitoring fulfilment workflows, analysing performance data and identifying opportunities to improve process efficiency and user experience.
- Supporting onboarding, offboarding, asset allocation and identity access management to ensure a smooth and secure user lifecycle.

You'll report to:

- User Fulfilment Team Leader

Your hours:

- 37.5 hours per week (FTE)

Your relationships:

- Colleagues across IT, Communications, Marketing, People, Health & Safety and other Support Centre teams.
- External suppliers and service partners.
- A wide range of internal users across the organisation.

What you'll bring to us:

- Experience in fulfilment, operations analysis, service delivery or customer operations roles would be advantageous.
- Strong analytical and reporting skills, with proficiency in Excel, Power BI or equivalent tools.
- Experience using fulfilment or service management platforms (e.g., ServiceNow, Ivanti).
- Excellent organisational skills and ability to manage multiple tasks and priorities.
- Strong communication and problem-solving ability.
- Experience administering Identity & Access Management across IT assets.



Providing and supporting
valued services

Together we are



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:

- Processing, tracking and managing user requests or orders through the fulfilment lifecycle, ensuring accuracy and SLA compliance.
- Co-ordinating with internal teams to ensure timely delivery of products, services or systems access.
- Maintaining accurate fulfilment records and audit trails within the ITSM platform.
- Monitoring inventory levels and resource availability to meet user requirements.
- Supporting onboarding and offboarding processes, ensuring accurate assignment and recovery of IT assets or service entitlements.
- Supporting audits and compliance checks by maintaining strong data integrity and fulfilment documentation.
- Administering identity and access controls across IT assets, ensuring alignment with organisational policies.
- Identifying and implementing process improvements to enhance fulfilment efficiency, accuracy and service quality.
- Contributing to the creation and maintenance of standard operating procedures (SOPs) and training materials.
- Gathering feedback to improve user satisfaction, fulfilment workflows and overall service experience.



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.*

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| I will be trustworthy by: | <ul style="list-style-type: none">- Delivering accurate information and keeping my commitments.- Acting with honesty and integrity in every decision.- Following agreed processes to maintain confidence in my work.- Taking ownership when things go wrong and putting them right quickly. |
| I will be helpful by: | <ul style="list-style-type: none">- Responding promptly and positively to colleagues and users.- Offering support before being asked when I see a need.- Sharing knowledge to make tasks easier for others.- Looking for solutions that improve service and remove barriers. |
| I will be respectful by: | <ul style="list-style-type: none">- Listening carefully to others and valuing their perspective.- Communicating clearly, professionally and with empathy.- Treating everyone with fairness and consideration.- Working collaboratively and recognising the impact of my actions on others. |
| I will inspire others by: | <ul style="list-style-type: none">- Encouraging others through positivity and a can-do attitude.- Bringing enthusiasm and energy to new ideas and improvements.- Role-modelling best practice and continuous learning.- Celebrating successes and helping colleagues feel motivated. |
| I will value people by: | <ul style="list-style-type: none">- Contributing ideas that improve how we work and support others.- Recognising and appreciating the efforts of colleagues.- Building strong, supportive relationships across teams.- Helping create a working environment where everyone feels included and supported. |
| I will empower others by: | <ul style="list-style-type: none">- Taking initiative to solve problems and improve processes.- Using my judgement to make informed decisions.- Embracing learning opportunities that build my confidence and expertise.- Taking responsibility for my development and performance. |