

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:

- Providing a central point of contact for support across all Society trading areas, taking calls during and outside normal working hours, including urgent or sensitive cases.
- Monitoring, logging and progressing support cases, resolving queries where possible or escalating them to ensure timely service and high customer satisfaction.
- Maintaining accurate case records, guidance and shift reports to support continuity and effective case management.
- Delivering consistent, responsive and professional Service Desk support that helps keep business operations running effectively.

You'll report to:

- Service Desk Team Leader

Your hours:

- 37.5 hours per week (FTE)

Your relationships:

- Colleagues from across Central Operations, including operational management.
- Subject matter experts, managers and colleagues across all Society business areas.
- External partners, suppliers and stakeholders involved in supporting Society operations.

What you'll bring to us:

- Previous experience in a customer support, contact centre or Service Desk environment is advantageous but not essential, as full training is provided.
- Confidence using case management systems and digital tools, with a willingness to learn new processes and areas of support.
- Excellent communication and customer service skills, with the ability to explain information clearly to colleagues and customers.
- Strong organisational skills and the ability to prioritise workload effectively under pressure.
- Ability to work independently, use initiative, or collaborate as part of a team.
- Motivation and enthusiasm for learning, demonstrating a growth mindset and inspiring colleagues.
- Flexibility to work shift-based hours covering 24/7 operations, including bank holidays, with discretionary premium payments.



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:

- Serving as the central point of contact for support requests across all Society business areas via phone, email or online portal.
- Monitoring incoming support channels and responding promptly to urgent or sensitive cases in line with agreed processes.
- Logging, triaging and progressing support cases, ensuring timely resolution within agreed service levels.
- Responding to out-of-hours calls from internal and external customers and directing requests to the appropriate team.
- Escalating unresolved cases to the appropriate business team, specialist support team or third-party partner for resolution.
- Maintaining accurate documentation of actions taken, guidance, solutions, knowledge articles and shift reports.
- Managing ongoing or complex cases, co-ordinating relevant teams to ensure efficient resolution and clear communication to stakeholders.
- Collaborating with colleagues to identify recurring issues and propose process improvements or documentation updates to enhance service efficiency.
- Providing detailed handover reports at the end of shifts, highlighting key cases, resolutions and pending actions.
- Adhering to Society policies and procedures, including information security, data protection, safety and compliance requirements.
- Supporting project rollouts, testing or process and system changes as required by Central Operations and wider business teams.
- Acting responsibly and professionally when handling sensitive information or urgent and business-critical cases.



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:	- Handling sensitive or urgent cases with integrity and confidentiality. - Maintaining accurate case records and reporting for accountability. - Escalating critical cases appropriately to protect people, assets and operations. - Following agreed processes when responding to urgent or business-critical issues.
I will be helpful by:	- Supporting colleagues and customers promptly and effectively. - Working with teams to resolve complex or ongoing cases. - Sharing knowledge and guidance to improve Service Desk performance. - Contributing to projects or initiatives to enhance operational support.
I will be respectful by:	- Listening to colleagues and customers, responding professionally and constructively. - Treating all stakeholders with courtesy and professionalism. - Communicating information and guidance clearly to different audiences. - Valuing contributions from colleagues across all business areas.
I will inspire others by:	- Demonstrating commitment and enthusiasm for delivering high-quality support. - Proactively identifying opportunities for improvement in processes, tools, and documentation. - Helping colleagues build confidence in support processes. - Leading by example in professionalism, efficiency, and service standards.
I will value people by:	- Providing timely and effective support to colleagues and customers. - Following agreed processes and escalating concerns to support safe operations. - Delivering consistent, high-quality service to internal and external stakeholders. - Recognising the role’s impact in keeping Society business areas operational.
I will empower others by:	- Taking ownership of assigned tasks and support cases. - Using initiative to resolve issues proactively and escalate when required. - Making informed decisions to protect operations, colleagues and customers. - Suggesting improvements to enhance processes, knowledge management, and service delivery.