

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:

- Managing supplier contracts and IT assets across their full lifecycle to ensure compliance, cost-efficiency and alignment with business needs.
- Supporting high-quality service delivery through effective vendor governance, contract oversight and asset optimisation.
- Ensuring all IT assets, licences and supporting contracts are controlled, tracked and maintained through appropriate governance processes.

You'll report to:

- IT Service Delivery Manager

Your hours:

- 37.5 hours per week (FTE)

Your relationships:

- IT Operations, Service Desk, Infrastructure, Cyber Security and Business Systems teams.
- People Team, Communications, Marketing, and other Support Centre functions.
- External IT suppliers, vendors and strategic partners.
- Users and managers across the Society.

What you'll bring to us:

- Strong analytical and organisational skills, thriving in a fast-paced service delivery environment.
- Proven experience in contract management and IT asset management.
- 3–5 years' experience within contract management, vendor management, asset management or service delivery roles.
- Strong knowledge of vendor governance, procurement processes and IT asset management practices.
- Familiarity with ITIL and service delivery frameworks.
- Excellent negotiation, communication and stakeholder engagement skills.
- Strong reporting, problem-solving capability and attention to detail.
- Proficiency with asset management tools, procurement systems and Microsoft Office.
- Degree in Business, IT or related field (desirable).



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:

- Managing the full lifecycle of supplier and service contracts, from negotiation and onboarding to renewal and termination.
- Monitoring vendor compliance against SLAs, KPIs and contractual obligations, escalating risks when appropriate.
- Maintaining an accurate contract register and asset inventory within the ITSM platform.
- Overseeing procurement, deployment, maintenance and retirement of IT assets across the organisation.
- Ensuring software licence compliance, renewals and optimisation of asset usage.
- Collaborating with IT Service Delivery, Procurement, Finance and Legal teams to achieve operational and financial efficiencies.
- Overseeing the IT budget, mapping the contract landscape to expected spend and invoice reconciliation.
- Identifying opportunities for cost savings, contract rationalisation and service improvements.
- Providing reporting and insights on contract performance, asset health, renewal cycles and budget impacts.



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:	<ul style="list-style-type: none">- Managing contracts and assets with accuracy, transparency and strong governance.- Acting with integrity in all commercial negotiations and supplier decisions.- Following agreed processes to maintain compliance and accountability.- Taking ownership of issues, communicating openly and ensuring timely resolution.
I will be helpful by:	<ul style="list-style-type: none">- Responding promptly to requests from colleagues and suppliers with a solution-focused mindset.- Sharing insights and guidance to support effective decision-making across IT and the wider business.- Offering support proactively to remove barriers and improve service outcomes.- Working collaboratively with Procurement, IT and Finance to achieve shared goals.
I will be respectful by:	<ul style="list-style-type: none">- Listening to colleagues' needs and supplier perspectives before making decisions.- Communicating professionally and clearly, even in challenging negotiations.- Treating everyone fairly and consistently across all contract and asset interactions.- Valuing input from cross-functional teams and incorporating diverse thinking.
I will inspire others by:	<ul style="list-style-type: none">- Championing high standards of governance, accuracy and professionalism.- Encouraging continuous improvement in fulfilment, contract and asset processes.- Bringing a positive, solutions-oriented approach to complex challenges.- Recognising successes and motivating others to deliver service excellence.
I will value people by:	<ul style="list-style-type: none">- Providing insight that helps the Society make informed commercial and operational decisions.- Building strong relationships that enable effective collaboration across IT and the business.- Creating a supportive environment where colleagues feel heard and appreciated.- Delivering reliable data and reporting that support confident planning and budgeting.
I will empower others by:	<ul style="list-style-type: none">- Taking initiative to drive improvements in vendor governance and asset management.- Using judgement to make informed decisions that balance cost, risk and service.- Encouraging colleagues to take ownership of their part in the contract and asset lifecycle.- Embracing learning and new tools that strengthen capability and efficiency.