

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 leading the IT Support team, Support Engineer team, User Fulfilment Team and relevant reporting Team Leaders.
- Providing consultation for projects involving application changes and supporting incident management for key services.

You'll report to:

- IT Service Delivery Manager

Your hours:

- 39 hours per week (FTE)

Your relationships:

- A wide range of internal and external contacts, networks and collaborative partnerships.
- Internal relationships may include among others, IT, Communications, Marketing, People and Health and Safety.

What you'll bring to us:

- Proven experience as an IT Service Operations Manager, or in a similar role overseeing multiple IT support teams.
- Strong knowledge and practical application of ITIL principles and service management practices.
- A relevant professional certification, such as ITIL, would be desirable.
- Experience leading major incident management activities and coordinating effective service restoration.
- Experience chairing and managing Change Advisory Board meetings.
- Proven ability to lead and manage internal teams, external partners and third-party suppliers.
- Strong vendor management skills, including negotiating and managing technical service agreements.
- Experience planning and managing service transition activities.
- Strong analytical and problem-solving skills, with the ability to identify root causes and effective solutions.
- Demonstrable experience identifying and implementing continuous improvement initiatives.
- Excellent communication, stakeholder management 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 the delivery of designated IT services, ensuring agreed service level agreements are consistently achieved. - Leading the IT Support, Support Engineering and User Fulfilment teams through their respective Team Leaders. - Monitoring and reporting on service performance against agreed SLAs, taking corrective action where required. - Overseeing identity and access management, equipment requests and returns through the User Fulfilment team, ensuring high security standards. - Acting as the primary point of contact for service-related issues and concerns, maintaining high levels of customer satisfaction. - Identifying and implementing continuous improvement opportunities to enhance service quality, efficiency and performance. - Supporting change projects and service transition activities, ensuring new or amended services are smoothly integrated into the operational environment. - Managing and coordinating responses to major incidents, ensuring timely communication, escalation and resolution with key stakeholders. - Producing and reviewing service performance reports, identifying key trends, metrics and areas for improvement. - Working collaboratively with relevant teams to identify incident root causes and implement corrective actions to prevent recurrence. - Undertaking Duty Manager responsibilities on a rostered basis, supporting incident management outside normal business hours.
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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:	- Demonstrating consistency in service delivery and following through on commitments. - Taking ownership of incidents and ensuring they are fully resolved. - Providing accurate information and updates to colleagues and stakeholders. - Building confidence through transparent and dependable leadership.
I will be helpful by:	- Supporting colleagues across the business with timely and effective IT assistance. - Offering guidance and knowledge sharing to help the team grow. - Collaborating with external providers to resolve issues quickly. - Ensuring clear escalation paths so colleagues feel supported.
I will be respectful by:	- Listening carefully to colleagues’ IT challenges and responding with empathy. - Treating all colleagues and suppliers with fairness and courtesy. - Valuing different viewpoints within the team when problem-solving. - Maintaining professionalism when managing high-pressure situations.
I will inspire others by:	- Motivating the support team to deliver excellent service standards. - Sharing examples of innovation and improvements to encourage change. - Celebrating achievements and progress within the team. - Leading by example during critical incidents, demonstrating calm leadership.
I will value people by:	- Recognising individual and team contributions to service success. - Providing constructive feedback that supports personal growth. - Creating opportunities for colleagues to showcase their skills. - Ensuring colleagues feel appreciated for their efforts.
I will empower others by:	- Encouraging team members to take ownership of their work. - Providing training and development to strengthen confidence. - Giving colleagues the autonomy to make decisions within their role. - Supporting innovative thinking and continuous improvement initiatives.