

## 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:

- Working closely with the Applications Manager to enhance application performance, reliability and continuous improvement.
- Leading the IT Application Support team and overseeing the organisation's application portfolio.
- Providing day-to-day leadership, coaching and development to Application Analysts.
- Ensuring applications remain secure, reliable and aligned with evolving business needs.
- Collaborating with internal stakeholders and external suppliers to maintain, improve and deliver effective application services.

### You'll report to:

- IT Application Support Manager

### Your hours:

- 37.5 hours per week (FTE)

### Your relationships:

- SME's, managers and colleagues across the Society.
- Colleagues from across Lincolnshire Co-op, including People, Learning and Development, Communications, Health, Safety and Security among others.
- Third-party suppliers and vendors to resolve escalated issues and ensure service continuity.

### What you'll bring to us:

- ITIL/ Service Management knowledge
- Provide day-to-day leadership, coaching and development for Application Analysts.
- Ensure applications remain secure, reliable and aligned to business needs.
- Work with stakeholders and suppliers to deliver excellent application services.
- Proven experience as an Applications Analyst or in a similar role.
- Familiarity with ITIL or similar frameworks.
- Experience with specific applications or technologies relevant to the Society's portfolio. Including but limited to: Microsoft Technologies, SQL, iOS, Android, Anti-Virus technologies, SaaS solutions and POS solutions
- Ability to work effectively in a team environment.
- Strong understanding of application lifecycle management and maintenance practices.
- Experience supporting change projects and managing application-related incidents.
- Excellent problem-solving and analytical skills.
- Good communication and interpersonal 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:

- Managing the lifecycle of a designated subset of applications, from introduction and maintenance to end-of-life and decommissioning.
- Ensuring applications are aligned with business needs and operational requirements throughout their lifecycle.
- Supporting change projects by providing expertise and input related to the applications domain.
- Assisting in planning, testing and implementing changes to applications, ensuring minimal disruption to services.
- Supporting the incident management process by providing timely and effective resolution of application-related incidents.
- Collaborating with the team to identify root causes and implement corrective actions to prevent recurrence.
- Conducting regular maintenance activities, including upgrades, patching and performance tuning for assigned applications.
- Ensuring applications are up-to-date and comply with security and operational standards.
- Monitoring application performance and availability, identifying and addressing issues proactively.
- Generating reports on application performance, usage and other relevant metrics to inform decision-making.
- Maintaining comprehensive documentation for assigned applications, including configurations, procedures and support guides.
- Sharing knowledge and best practices with the IT team to enhance overall application management capabilities.
- Working with suppliers to resolve technical issues to implement application updates or enhancements.
- Assisting in evaluating supplier performance to ensure adherence to service agreements.

## Together we



- 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:

- Managing the lifecycle of assigned applications from introduction to decommissioning.
- Ensuring applications meet business and operational requirements consistently.
- Monitoring performance and availability, addressing issues pro-actively.
- Maintaining accurate documentation, including configurations, procedures, and support guides.

I will be helpful by:

- Supporting change projects by providing application expertise and guidance.
- Assisting in planning, testing, and implementing changes with minimal disruption.
- Collaborating with the team to resolve incidents and identify causes.
- Working with suppliers to implement updates, resolve issues, and enhance functionality.

I will be respectful by:

- Listening to input from colleagues and stakeholders to meet user needs.
- Acknowledging contributions from team members in problem-solving and improvements.
- Sharing best practices and knowledge across the IT team.
- Ensuring operational changes comply with security and organisational standards.

I will inspire others by:

- Conducting regular maintenance, including upgrades, patching, and tuning.
- Driving initiatives to improve application performance and service reliability.
- Leading by example in effective application management.
- Encouraging proactive problem-solving and innovation within the team.

I will value people by:

- Recognising successful project outcomes and improvements in application management.
- Providing feedback to enhance team skills and performance.
- Celebrating milestones such as upgrades or incident resolutions.
- Acknowledging the role of suppliers and colleagues in delivering quality services.

I will empower others by:

- Investigating issues promptly and taking ownership of resolution.
- Planning preventative measures to reduce future disruptions.
- Analysing performance metrics to inform decisions and optimise applications.
- Encouraging team members to suggest improvements and implement changes.