

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:

- Overseeing the resolution of critical incidents, analysing records and logs to identify underlying trends, and proactively completing regular system checks to prevent issues.
- Maintaining and updating the knowledge base and provide remote support for the Implementation and Projects teams.

You'll report to:

- IT Service Operations 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:

- Proven experience in a leadership role within an IT environment would be desirable.
- Excellent verbal and written communication skills.
- Ability to work on own initiative, address and resolve problems in a busy environment.
- Experience in using applications such as Azure and Remote Desktop software.
- A passion for customer service with an active interest in IT and the ability to progress.
- Hold a full driving license and access to a vehicle for business use.
- Can demonstrate resilience and adaptability to change in a fast-paced environment.
- Experience within a multi-site organisation and/or a retail environment is highly desirable.



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:

- Leading and managing the IS Support team, ensuring that all team members are working efficiently and effectively.
- Overseeing the resolution of critical incidents and any IT escalated issues.
- Analysing records and logs to spot underlying trends and potential issues.
- Pro-actively completing regular system checks to prevent issues, monitoring system performance, identifying potential problems and taking corrective action as needed.
- Maintaining and updating the knowledge base by documenting solutions to common problems, creating how-to guides and ensuring that all team members have access to this information.
- Providing remote support for the Implementation and Projects team.
- Supporting training and project rollouts by developing training materials, conducting training sessions and overseeing the rollout of new systems or updates.
- Identifying and implementing service improvements by reviewing processes and procedures, seeking feedback from users and implementing changes to improve service delivery.
- Maintaining open lines of communication with both the team and other stakeholders by providing regular updates on incidents, changes and projects.
- Configuring software and hardware prior to installation / Implementation.
- Troubleshooting and resolving issues with software or hardware for the end user.
- Taking responsibility for the setup of new user accounts and hardware.
- Walking colleagues through steps to help them resolve their technical problems.
- Maintaining and updating the knowledge base.
- Identifying and undertaking service improvements.
- Escalating incidents to second line support and third party suppliers where required.
- Providing remote support for the Implementation and Projects team with the installation of new hardware and software, which includes handover of the new solutions and guidance to the wider business.

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:

- Maintaining accurate records of incidents and resolutions to ensure reliable reporting.
- Following through on tasks and escalations, ensuring issues are resolved promptly.
- Adhering to IT policies, procedures, and security requirements at all times.
- Delivering on commitments to colleagues and stakeholders with transparency and accountability.

I will be helpful by:

- Assisting colleagues with technical problems, providing clear guidance and support.
- Supporting training sessions and project rollouts to enable team and user success.
- Collaborating with other IT teams and departments to resolve cross-functional issues.
- Providing remote support to ensure business continuity across multiple sites.

I will be respectful by:

- Listening to user concerns, understanding needs, and responding with consideration.
- Communicating updates clearly, keeping colleagues informed of incidents and changes.
- Acknowledging contributions from team members and other departments.
- Valuing diverse perspectives in problem-solving and process improvements.

I will inspire others by:

- Leading by example in troubleshooting, documentation, and customer service excellence.
- Encouraging colleagues to follow best practice and continuous improvement.
- Sharing knowledge and skills to build confidence across the team.
- Demonstrating proactive problem-solving and initiative in complex situations.

I will value people by:

- Recognising achievements within the team and celebrating successes.
- Providing feedback and mentoring to support professional development.
- Appreciating the efforts of colleagues and third-party suppliers in achieving outcomes.
- Acknowledging and implementing suggestions for improvements to service delivery.

I will empower others by:

- Taking ownership of incidents, projects, and support tasks to ensure accountability.
- Implementing service improvements based on analysis and feedback.
- Making decisions within delegated authority to keep projects and requests moving.
- Encouraging colleagues to take initiative and contribute ideas for solutions.