

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:

- Leading the User Fulfilment team to ensure the accurate, secure and timely delivery of IT equipment, services and user access across the organisation.
- Overseeing fulfilment workflows, monitoring performance and driving improvements that enhance efficiency, accuracy and user experience.
- Managing inventory, supplier relationships and ITSM fulfilment processes to support onboarding, offboarding and changes throughout the user lifecycle.

You'll report to:

- Service Operations 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 and distribution partners.
- Users and managers across the Society.

What you'll bring to us:

- 3–5 years' experience in fulfilment, operations analysis, service delivery or customer operations roles.
- Demonstrable experience leading operational fulfilment, IT service delivery or user support functions.
- Strong understanding of IT asset management, identity and access management processes and lifecycle operations.
- Ability to interpret and analyse fulfilment and performance data.
- Good knowledge of ITSM tools (e.g., ServiceNow, Ivanti, Freshservice).
- Excellent organisational and communication skills.
- Ability to coach and develop team members.
- Strong problem-solving abilities and a proactive approach to process improvement.



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:	<ul style="list-style-type: none">- Leading and supporting the User Fulfilment team to deliver a reliable, efficient and user-focused service.- Managing daily workload distribution, prioritisation and quality assurance of fulfilment requests.- Coaching and developing team members through one-to-ones, feedback and skills development.- Ensuring processes, standards and documentation are understood and consistently followed.- Overseeing the fulfilment of IT equipment, software, licences and system access requests.- Ensuring all onboarding and offboarding activities are completed accurately and securely.- Managing user access rights, ensuring alignment with security and governance policies.- Monitoring fulfilment KPIs, SLAs and workflow performance, identifying areas for improvement.- Reviewing fulfilment data and trends to drive efficiency and enhance service quality.- Developing and updating SOPs, guides and knowledge materials.- Working with IT Operations and Service Desk colleagues to align processes and improve the overall IT user experience.- Overseeing equipment stock levels, ordering cycles and asset allocation to support availability.- Managing the asset register and ensuring accurate asset assignment, tracking and recovery.- Ensuring supplier orders, deliveries and returns are processed effectively and on time.- Acting as a key contact for internal teams requiring fulfilment support or process clarification.- Collaborating with suppliers to ensure timely provision of hardware, software and services.- Escalating fulfilment issues appropriately and ensuring timely resolution.
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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:	<ul style="list-style-type: none">- Providing clear, accurate and consistent guidance that the team and users can rely on.- Acting with integrity when making decisions affecting data, access or service quality.- Following agreed processes, security standards and fulfilment controls.- Taking ownership of issues, communicating openly and ensuring timely resolution.
I will be helpful by:	<ul style="list-style-type: none">- Offering support and direction to colleagues to help deliver a positive user experience.- Responding promptly to queries and escalations with a solution-focused approach.- Sharing knowledge to strengthen team capability and service quality.- Looking for ways to simplify processes and remove barriers for users and colleagues.
I will be respectful by:	<ul style="list-style-type: none">- Listening to team members and stakeholders, valuing their insights and challenges.- Communicating clearly and professionally, especially during busy or pressured periods.- Treating everyone with fairness and empathy, regardless of role or request.- Supporting an inclusive environment where every voice is heard and appreciated.
I will inspire others by:	<ul style="list-style-type: none">- Leading by example with positivity and resilience during change or high demand.- Encouraging continuous improvement and motivating the team to find better ways of working.- Celebrating successes and recognising contributions that strengthen service delivery.- Supporting colleagues to develop their skills and confidence.
I will value people by:	<ul style="list-style-type: none">- Building strong relationships that help teams work together effectively across IT and the organisation.- Providing insight that improves fulfilment processes and service outcomes.- Creating a supportive environment where colleagues feel appreciated and trusted.- Helping others understand the importance of high-quality fulfilment services.
I will empower others by:	<ul style="list-style-type: none">- Taking initiative to solve problems and drive service improvements.- Using judgement to make informed decisions that support operational efficiency.- Encouraging colleagues to take ownership and contribute ideas.- Embracing learning opportunities and new tools that strengthen team capability.