

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 managing and delivering IT projects that drive strategic initiatives and enhance business operations across the Society.
- Leading cross-functional teams to deliver projects on time, within budget, and to high standards.
- Ensuring IT project outcomes align with the Society's values and objectives, delivering measurable benefits for members, customers, and colleagues.
- Managing resources, budgets, risks, and stakeholder expectations to ensure successful project delivery and continuous improvement.

You'll report to:

- IT Solution Delivery Manager

Your hours:

- 37.5 hours per week (FTE)

Your relationships:

- Colleagues from across the wider IT Team.
- 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.

What you'll bring to us:

- Proven experience managing the end-to-end IT project lifecycle using waterfall, agile or hybrid methodologies.
- Excellent relationship management and stakeholder engagement skills, with the ability to manage multiple priorities.
- Strong analytical and problem-solving skills, with the ability to make informed decisions under pressure.
- Experience managing vendor relationships, negotiating contracts, and securing value for money.
- Familiarity with IT systems, software development, digital transformation, and business change initiatives.
- Recognised project management certification (PRINCE2, PMP or Agile) is desirable.
- Experience in purpose-driven organisations, co-operative sectors, retail, or healthcare environments is desirable.
- Excellent communication, collaboration, and interpersonal skills to influence and engage at all levels.



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:	- Leading IT projects from initial conception, scoping, and requirements gathering through to execution, testing, deployment, and closure. - Partnering with business stakeholders to define project objectives, scope, deliverables, success criteria, and resource requirements. - Developing and maintaining comprehensive project plans, schedules, and documentation to monitor progress and ensure alignment with business goals. - Identifying, assessing, and managing project risks, issues, dependencies, and changes, implementing mitigation strategies and contingency plans. - Managing project budgets, forecasting costs, monitoring expenditures, and maintaining financial accountability throughout the project lifecycle. - Co-ordinating cross-functional teams, ensuring clear roles, responsibilities, and effective collaboration to achieve project objectives. - Engaging with vendors, contractors, and third-party partners to procure IT assets and services, negotiating contracts, and ensuring value for money. - Tracking project milestones and KPIs, providing regular status reports, dashboards, and updates to leadership and stakeholders. - Ensuring quality standards are met through testing, validation, and sign-off procedures at all stages of the project. - Supporting change management initiatives to ensure successful adoption of new systems, processes, and technologies across the organisation. - Driving continuous improvement by reviewing project outcomes, identifying lessons learned, and recommending enhancements to methodologies and processes. - Ensuring projects comply with internal policies, IT governance frameworks, and regulatory requirements. - Facilitating project workshops, meetings, and communications to ensure all stakeholders are informed and engaged. - Supporting knowledge transfer and training activities to equip business users with skills to effectively use new systems or processes. - Participating in the development and maintenance of project management standards, templates, and governance frameworks within IT.
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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:	- Delivering IT projects with integrity, ensuring quality, compliance, and transparency. - Maintaining accurate records of project plans, budgets, and risk registers. - Acting responsibly when managing sensitive information and IT assets. - Providing reliable progress updates to stakeholders and leadership.
I will be helpful by:	- Supporting teams and stakeholders to achieve project goals and overcome obstacles. - Sharing knowledge, expertise, and best practice in project management. - Collaborating effectively with colleagues across functions to ensure successful delivery. - Providing guidance and advice to improve project outcomes and processes.
I will be respectful by:	- Listening to stakeholder needs and responding professionally and constructively. - Valuing contributions from team members, partners, and vendors. - Communicating clearly and courteously at all levels of the organisation. - Treating all colleagues and partners with fairness, integrity, and professionalism.
I will inspire others by:	- Leading by example to promote excellence in project delivery and teamwork. - Encouraging innovation, continuous improvement, and proactive problem-solving. - Motivating teams to deliver high-quality results and achieve objectives. - Fostering a culture of collaboration, accountability, and success across projects.
I will value people by:	- Delivering projects that create measurable benefits for members, customers, and the business. - Ensuring teams feel supported, recognised, and empowered to contribute effectively. - Providing insight and analysis to inform strategic decisions. - Highlighting and celebrating successes and achievements within project teams.
I will empower others by:	- Taking ownership of project delivery, risks, and outcomes. - Using initiative to resolve issues, optimise processes, and enhance performance. - Making informed decisions to keep projects on track and aligned with business goals. - Encouraging team members to act responsibly, make decisions, and contribute ideas.