

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:

- Ensuring every new or changed IT service is designed for operability and transitioned into live support in a controlled, well-documented and proportionate way.
- Bridging the gap between project delivery and business-as-usual support by owning service design input, transition planning and formal service acceptance across the IT project portfolio.
- Establishing an ITIL 4-aligned approach that reduces post-go-live incidents, shortens early-life support and protects high-impact trading services.

You'll report to:

- IT Service Delivery Manager

Your hours:

- 37.5 hours per week FTE.
- Typical working hours will be Monday to Friday, 8.30am to 5.00pm. A flexible approach may be required from time to time to support service transitions and go-live activity.

Your relationships:

- Project Managers, the PMO, Business Change and delivery teams.
- Service Operations, Applications, Infrastructure and wider IT colleagues.
- Business stakeholders across stores, warehouse, trading and Support Centre functions.
- Communications, People, Health and Safety, suppliers and delivery partners.

What you'll bring to us:

Essential

- Significant experience in IT service management, service design or service transition within a medium-to-large IT function.
- Demonstrable experience managing handovers from project delivery into live operational support.
- Strong working knowledge of ITIL 4, particularly service design and transition practices.
- Experience leading readiness reviews, service acceptance or go-live governance.
- Ability to influence project teams and hold stakeholders to account for operational readiness.
- Strong documentation and process-design skills, creating standards and templates that are practical to use.
- Confidence interpreting incident and support data and using it to improve transition outcomes.
- Clear written and verbal communication, including reporting to senior IT leadership.

Desirable

- Experience within a retail, multi-site or high-availability operational environment.
- ITIL 4 Foundation or a higher-level service management qualification.
- A relevant degree or equivalent professional experience in IT service management.
- A full UK 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:	- Engaging with projects from initiation to embed supportability, monitoring, resilience and operational requirements from the outset. - Owning and maintaining service design standards, templates and the service catalogue for consistent use across IT projects. - Representing business-as-usual support during design and build, ensuring operational risks and support feasibility inform project governance. - Leading a proportionate service acceptance and go-live readiness process with clear entry, exit and approval criteria. - Coordinating knowledge transfer between project and support teams, including runbooks, known errors, monitoring and support documentation. - Planning and managing early-life support arrangements and the formal handover into steady-state service. - Maintaining transition risk logs and escalating unresolved readiness gaps before go-live. - Providing clear accountability for transition outcomes through Service Delivery and project and change governance. - Tracking post-go-live incidents, early-life support duration and support feedback to improve future transitions. - Building strong relationships with project, PMO, application, infrastructure and service operations colleagues without duplicating delivery ownership.
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- **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:	- Applying service acceptance standards consistently across every project. - Maintaining accurate records of risks, decisions and readiness. - Escalating unresolved gaps openly before go-live approval. - Taking accountability for controlled and effective service transitions.
I will be helpful by:	- Guiding project teams on operational requirements from the outset. - Supporting colleagues to resolve readiness issues before launch. - Sharing practical templates, guidance and lessons learned. - Coordinating clear handovers between delivery and support teams.
I will be respectful by:	- Listening to operational, technical and business perspectives. - Challenging readiness concerns constructively and professionally. - Communicating decisions clearly to technical and non-technical audiences. - Recognising competing pressures while protecting service quality.
I will inspire others by:	- Demonstrating the value of well-designed, supportable services. - Encouraging continuous improvement through post-go-live insight. - Promoting consistent service transition practices across IT. - Role-modelling calm, confident leadership during critical go-lives.
I will value people by:	- Recognising contributions to successful transition and support outcomes. - Involving colleagues whose services will be affected by change. - Valuing frontline knowledge when assessing operational readiness. - Acknowledging learning from incidents, feedback and delivery experience.
I will empower others by:	- Equipping teams with clear criteria, templates and responsibilities. - Enabling informed go-live decisions through reliable readiness evidence. - Developing transition capability across project and support teams. - Encouraging ownership of risks, actions and service outcomes.