

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 end-to-end delivery of IT solutions by overseeing the key stakeholders responsible for delivery lifecycle activities, ensuring that solutions are efficiently designed, developed, tested and deployed in line with business objectives and IT strategy.
- Driving IT-enabled change initiatives by fostering cross-team collaboration, managing risks and dependencies, and ensuring high-quality outcomes that support business transformation and operational excellence.

You'll report to:

- Head of IT Transformation.

Your relationships:

- Colleagues within the IT and Digital team.
- Colleagues from across the Society which includes our Trading Areas, Community, Membership, Health, Safety & Security, etc.
- Vendors / Third-Party Service Providers: Manage delivery contracts, escalations, and service level agreements.
- Customers / End Users: Gather feedback and ensure solutions meet user needs and expectations.
- Auditors/ Regulators / Compliance Bodies: Ensure delivered solutions comply with relevant policies and standards.
- Industry Forums: Foster a growing network that enables a constant review of latest thought leadership within your area of expertise.

Your hours:

- 39 hours per week (FTE).
- Typical working hours will be Monday – Friday, 8.30am – 5.00pm.

What you'll bring to us:

- Proven experience managing end-to-end delivery of complex IT solutions and programmes across various sectors at a senior level.
- Strong understanding of software development lifecycle (SDLC) and delivery methodologies (Agile, Waterfall, DevOps).
- Experience leading and motivating cross-functional teams.
- An ability to engage collaboration, resolve conflicts, and develop high-performing teams.
- Strong skills in engaging senior leaders, business stakeholders, and technical teams.
- An ability to align delivery with business strategy and translate complex problems into actionable plans.
- Skilled at-risk identification, mitigation, and managing dependencies across multiple projects.
- Proficiency in portfolio, programme, and project management principles.
- Experience managing budgets, forecasting costs, and delivering solutions within financial constraints.
- Understanding of testing strategies, environment management, and quality control processes.
- Excellent communication skills, communicating information clearly, concisely and persuasively to stakeholders at all levels of the organisation.
- An ability to lead organisational change initiatives and drive adoption of new solutions.
- Demonstrated ability to make informed decisions, take ownership, and drive results.
- Strong vendor/supplier management experience.
- Comfortable working in fast-paced, dynamic environments with shifting priorities.
- A full UK driving licence and access to a vehicle for business use.



Providing and supporting
valued services



Helping to grow the
local economy

Together we are...



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 the end-to-end delivery of complex IT solutions across multiple projects and teams. - Managing and co-ordinating the activities of a multi-functional team that enables the delivery of the IT transformational roadmap. - Ensuring solutions adhere to the IT Architectural Principles for Lincolnshire Co-op in alignment with the Enterprise Architect. - Ensuring solutions are delivered on time, within scope, and within budget while meeting quality standards. - Establishing and enforcing delivery governance, standards, and best practices. - Aligning solution delivery with the Society’s overall strategy and business objectives. - Collaborating with stakeholders to define priorities, manage expectations, and ensure business needs are met. - Identifying, assessing and mitigating risks and dependencies across the solution delivery lifecycle. - Overseeing resource planning and capacity management to optimise team performance and delivery outcomes. - Monitoring and report on delivery progress, issues, and outcomes to senior leadership. - Driving continuous improvement in delivery processes, tools, and team capabilities. - Manage the solution delivery team by setting and tracking clear objectives which support personal growth, build confidence, and assure successful technology delivery across the portfolio. - Actively participating and engaging in the IT Leadership team driving wider team cohesiveness, communication and effective team working. - Actively promoting a collaborative, high-performance culture within the delivery teams. - Ensuring effective communication and coordination between business, technology, support functions and third parties. - Understanding and embracing the Technology strategy roadmap and ensuring the delivery approach and ways of working align with the strategic vision of the IT department - Managing vendor relationships and third-party delivery partners as required to ensure commercial value and quality of output. - Supporting organisational change management efforts related to solution adoption and business transformation. - Ensuring compliance with relevant regulatory, security, and quality standards.
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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:	- Ensuring all IT solutions adhere to agreed architectural principles consistently. - Delivering projects on time, within scope, budget, and quality standards. - Reporting progress, risks, and outcomes transparently to leadership. - Ensuring compliance with regulatory, security, and quality standards across all deliveries.
I will be helpful by:	- Collaborating with stakeholders to align solutions with strategic business objectives. - Providing support and guidance to delivery managers and technical leads. - Facilitating communication between business, technology and third-party partners. - Supporting change management for effective solution adoption.
I will be respectful by:	- Valuing contributions from diverse delivery teams and external delivery partners. - Listening to stakeholder needs and balancing them with delivery realities. - Recognising individual and team achievements throughout the delivery process. - Respecting different working styles while fostering a united delivery culture.
I will inspire others by:	- Promoting a high-performance, collaborative culture within delivery teams. - Encouraging continuous improvement in processes, tools, and delivery capabilities. - Championing complex IT solutions that drive business transformation and innovation. - Motivating teams to achieve excellence in delivery and stakeholder satisfaction.
I will value people by:	- Optimising resource planning and capacity management for delivery efficiency. - Building trusted relationships with vendors to ensure quality and commercial value. - Ensuring delivery governance, standards, and best practices are consistently applied. - Providing visibility of delivery success through clear, consistent reporting mechanisms.
I will empower others by:	- Identifying and mitigating risks and dependencies across multiple delivery streams. - Leading the end-to-end delivery of complex solutions across projects. - Overseeing strategic coordination of a cross functional team. - Driving decision-making that enables rapid, effective, and aligned solution delivery.



Your behaviours

- Adhering to Principles and Values** – responding suitably to values-led decisions
- Presenting and Communicating Information** – translating information appropriately
- Relating and Networking** – sharing knowledge to develop and learn from others
- Working with People** – building a strong and adaptable team

Your Behaviours – *how you will contribute to your team and the Society's ongoing success in this role.*

I will adhere to the principles and values of the Society by:

- Being honest, transparent and consistent in all actions and communications.
- Treating others with dignity and respect, valuing their diversity and different perspectives.
- Listening actively and consider the opinions of others.
- Taking accountability for my actions and decisions.
- Fostering a spirit of teamwork, co-operation and positive relationships.

I will present and communicate information clearly by:

- Tailoring my communication style to suit the audience.
- Practicing clarity and conciseness in verbal and written communication.
- Actively seeking feedback to improve communication skills.
- Using visual aids and technology to enhance presentations.
- Encouraging open dialogue and discussion during presentations.

I will relate and network effectively by:

- Building and maintaining positive relationships with colleagues and stakeholders.
- Actively engaging in networking opportunities to enhance collaboration.
- Sharing information and resources to support others.
- Demonstrating empathy and understanding in interactions.
- Encouraging a culture of inclusivity and respect within the team.

I will work collaboratively with my colleagues by:

- Building and maintaining positive relationships with colleagues and stakeholders.
- Actively engaging in networking opportunities to enhance collaboration.
- Sharing information and resources to support others.
- Demonstrating empathy and understanding in interactions.
- Encouraging a culture of inclusivity and respect within the team.