About us...

Lincolnshire Co-op, based in the historic city of Lincoln, is one of the most successful and progressive independent co-operatives in the country, with an annual turnover in excess of £300 million.

Essential Information – what you need to know

Job purpose:	- Leading the successful design, delivery and ongoing improvement of integration solutions across the Society's digital ecosystem. - Acting as the central point of engagement for all integration activity, this role ensures the seamless flow of data between applications, platforms, and partners, supporting key business operations and transformation initiatives. - Managing an agile backlog of integration work, leading vendor relationships and acting as a subject matter expert for integration best practices, driving value and efficiency throughout the Society.
You'll report to:	- Head of IT and Digital
Your hours	- 39 hours per week.
Your relationships:	- Our integration partner, Xiatech, and other vendors - Our IT and project teams, delivering new services requiring integration. - SME's, Managers and colleagues across the Society. - Other internal relationships include support teams including People, Communications, Marketing and Health and Safety.
What you'll bring to us:	- Proven experience overseeing integration delivery in a complex, multi-system environment - experience in retail systems would be advantageous. - Deep subject matter expertise in integration platforms, techniques and industry best practices (e.g., APIs, ESB, event-driven architecture). - Strong product ownership skills, including the ability to manage a prioritised backlog and deliver outcomes in iterative agile sprints. - Commercial acumen to manage vendor relationships effectively and ensure value for money from integration platform providers. - Demonstrated ability to co-ordinate with third-party software vendors to ensure smooth system-to-system integration. - Excellent stakeholder management skills with the ability to communicate technical concepts clearly to non-technical audiences and balance competing demands across multiple projects. - Strong communication, collaboration and analytical problem-solving skills. - Familiarity with software development lifecycles, digital transformation programmes and IT governance frameworks.

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Job Description – IT Integration Manager
Date for Review – 12th May 2026
Reference – MB/SR/1/051160

Together we are…

Providing and supporting valued services

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:	- Acting as the Society's primary point of engagement for all IT integration activity, collaborating with project managers and business stakeholders to assess requirements. - Translating business and technical demands into a clear, structured and prioritised integration backlog for delivery through agile sprints. - Leading the day-to-day relationship with the Society's integration platform partner, ensuring alignment on delivery goals, service levels and roadmap planning. - Managing the performance, commercials and delivery outputs of third-party integration vendors, ensuring a consistent and high-quality service is provided. - Co-ordinating with software suppliers and internal teams to ensure successful end-to-end integration design, testing and implementation. - Providing timely and insightful integration-related updates, dashboards and progress reports to stakeholders across the business. - Driving continuous improvement of integration standards, processes and the overall operating model to maximise reuse, scalability and maintainability. - Supporting incident resolution and root cause analysis of integration-related issues in collaboration with internal IT and vendor teams. - Contributing to the strategic planning of IT systems and digital architecture by advising on integration implications and opportunities. - Staying up to date with emerging technologies and trends in integration, assessing their potential to enhance system performance and agility. - Promoting integration best practice, governance and compliance with security and data protection 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:	- Delivering integration commitments consistently and on time. - Ensuring secure and compliant data exchanges. - Reporting risks and progress with honesty and clarity. - Building trust through reliable vendor and stakeholder management.
I will be helpful by:	- Supporting teams with practical integration advice. - Responding positively to shifting priorities. - Offering clear, solution-focused guidance. - Collaborating to align system needs across projects.
I will be respectful by:	- Listening to stakeholder needs and feedback. - Valuing input from internal teams and partners. - Communicating professionally at all times. - Encouraging open, constructive discussions.
I will inspire others by:	- Promoting modern integration tools and practices. - Leading with energy and purpose. - Sharing success stories and lessons learned. - Encouraging continuous improvement and innovation.
I will value people by:	- Recognising team and partner contributions. - Celebrating project milestones and progress. - Encouraging knowledge-sharing and growth. - Highlighting the impact of quality integration.
I will empower others by:	- Enabling teams to take ownership of outcomes. - Supporting confident, informed decisions. - Creating space for new ideas and approaches. - Developing others' technical and delivery skills.

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Your leadership behaviours

Together@: Lincolnshire Co-op

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 to the level of understanding and background of the audience. – Paying close attention to others when they speak. – Providing examples to illustrate complex concepts to make my message more relatable. – Encouraging feedback and questions from colleagues to clarify understanding.
I will build a network of customers and colleagues by:	– Offering value to my network by sharing relevant insights, information, or resources. – Fostering genuine relationships by demonstrating authenticity and integrity in my interactions.
I will work collaboratively with my colleagues by:	– Demonstrating an interest in and understanding of others. – Recognising and rewarding the contribution of others. – Listening and consulting with others and communicating appropriately. – Supporting and caring for colleagues. – Developing and openly communicating self-insight such as an awareness of own strengths and weaknesses.

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