

IT Operations Support Engineer

- **Purpose:** Providing efficient technology, solutions and services for our Members, Customers and Colleagues, by providing a best-in-class IT Service function
- Ensuring that our technology is fully operational, performant and resilient
- Ensuring that all technical releases are promoted and systems, software and tools are upgraded
- Ensuring that incidents and project requirements are delivered by providing technical support
- **Reporting:** IT Service Assurance Manager
- **Values:** Co-operation, Self Help, Self responsibility, Democracy, Equity and Equality.

Essential Skills and experience: Experience of managing in-depth technical interactions that do not naturally fit in analyst roles, Ability to prioritise workload in order to meet Service Level Agreements, Experience of providing take-on training/overviews that support delivery of initiatives, Ability to trend analyse data in order to assist in the identification of problem issues, Ability to manage 3rd party providers to achieve incident resolution and reduce reoccurrence of repeat incidents, Experience of managing a large array of end user computing devices ensuring native OS and 3rd party OS are maintained, Experience of managing problem issues to assist the Problem Management Engineers (Desirable)

Qualifications: ITIL Service Management Foundation, CompTIA A+, CompTIA N+ and S+ (Desirable)

We make a *difference* to Members & customers

- Ensuring that our customers are satisfied with the quality of work prior to a call being closed
 - Ensuring that our technology is fully operational, performant and resilient
- ✓ CSAT(Customer Satisfaction)
 - ✓ Resolution Time
 - ✓ System Uptime

We're *better* every day

- Supporting the Problem Management Engineers with investigations into interactions classified as an ITIL problem to resolve the problem and prevent recurrence
 - Maintaining and developing knowledge documentation and service capabilities on behalf of the team
- ✓ Incident Reduction
 - ✓ First Time Fix %
 - ✓ Documentation Quality

We're a *caring* community

- Maintain and support critical services such as Desktop/POS, Antivirus, and Microsoft patching
 - Establish and deliver standardized technical software builds for consistent deployment.
 - Deploy software updates, tools, and releases through appropriate testing and control mechanisms.
- ✓ Release Accuracy and Success Rate
 - ✓ Device Standardisation Compliance

We work together with *purpose*

- Maintaining and developing the configuration of the IT service delivery tools
 - Supporting the delivery of projects and BAU change by providing key technical capabilities
- ✓ Success measures
 - ✓ Technical Support Effectiveness

- **Purpose:**
- **Reporting:**
- **Values:** Co-operation, Self Help, Self responsibility, Democracy, Equity and Equality.
- **Essential Skills and experience:**
- **Qualifications:**

We make a *difference* to Members & customers

We're *better* every day

- *Role responsibilities*



**Success
measures**

- *Role responsibilities*



**Success
measures**

We're a *caring* community

We work together with *purpose*

- *Role responsibilities*



**Success
measures**

- *Role responsibilities*



**Success
measures**

- **Purpose:** Keep the store running smoothly: Lead a team of Customer Service Assistants (CSAs) to ensure we deliver difference making service, keep the store looking great, and make sure our shelves are always stocked to maximise sales and profitability. Step up when needed: Take charge when your store manager isn't around, ensuring the store is safe and trading legally at all times. You'll be the go-to person for keeping everyone safe, secure, happy and engaged – from our colleagues, members and customers to our cash and assets.
- **Reporting:** Reporting to Store Manager and responsible for 5 – 15 customer service assistants.
- **Values:** Co-operation, Self Help, Self responsibility, Democracy, Equity and Equality.
- **Essential Skills and experience:** Effective communicator, able to prioritise, problem solve and role model leadership behaviors.
- **Qualifications:** Food Safety L2, Personal license holder, first aider.

We make a *difference* to Members & customers

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| • You'll put our members and customers first in everything you do, always keeping the store ready to maximise sales. | ✓ | Great store standards |
| • Encourage the team to be membership focused making sure everyone knows the benefits, offers and deals. | ✓ | Grow Membership |
| • Be available to help colleagues and customers with any questions and show what great service looks like. | ✓ | Service measures |
| • Follow stock routines carefully, ensuring our customers enjoy a quick and easy shopping experience. | ✓ | Availability target |

We're *better* every day

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| • Understand the stores financial goals to help prioritise your daily tasks with the team. | ✓ | Achieving sales & scorecard targets |
| • Lead and support changes with enthusiasm, ensuring they stick with the all colleagues. | ✓ | Great Implementation |
| • Keep things running smoothly by being consistent and thorough in our operational processes. | ✓ | Green compliance |
| • Speak up and suggest ways to make our store and Society even better. | ✓ | Let's Listen participation |

We're a *caring* community

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| • Prioritise colleague, member and customer safety everyday by following our security procedures. | ✓ | Reporting Incidents |
| • Stay on top of the cash and legal checks to keep our stores trading smoothly without risk. | ✓ | Green compliance |
| • Foster an inclusive culture where everyone feels welcome. | ✓ | Inclusion targets |
| • Build connections in your local community and guide colleagues on how they can get involved in community activities. | ✓ | Community, Volunteering, work experience activity |

We work together with *purpose*

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| • Build strong relationships with your store colleagues, keeping communication up to date. | ✓ | Engagement target |
| • Boost your team's skills through regular training. | ✓ | Training compliance |
| • Help our CSA's grow performance with regular, structured feedback and recognition. | ✓ | Let's Talk completion |
| • Assist your store manager in leading your team, with tasks such as reviews, investigations, and managing absences. | ✓ | Absence rates |
| • Support planning work schedules to ensure full coverage and accurate pay for everyone. | ✓ | Productivity |