

Role Title	Operational Excellence Manager	Role Purpose
Reports to	Head of Strategic Planning & Operational Excellence	
Directly Supervises	n/a	
Total team size	4	

Key Accountabilities:

1. Service Assurance

- Establish and maintain the governance and performance frameworks (cross-vendor SLAs/KPIs/XLAs) that partners and internal teams must follow.
- Use audit framework (e.g. balanced scorecards, process governance forum, quarterly business reviews) to monitor performance, ensure compliance to processes and hold teams and partners to account.
- Ensure good communications across all levels to remove silos across our global, multi-vendor service operation.

2. Operational Excellence + Customer Experience

- Work with Business Partners, Service Delivery Managers and Service Owners to deliver frictionless IT services across cultures and geographies.
- Develop and drive an Operational Excellence framework, promoting collaboration across suppliers and internal teams to coordinate joint problem-solving and foster a culture of continuous improvement.
- Introduce mechanisms (e.g. quality assurance, process management governance and customer feedback channels) to detect and prioritise process and service enhancement opportunities.
- Work with the global team and partners to implement improvement initiatives championing automation and standardisation.

3. Data, Insights and Performance Intelligence

- Create global dashboards, integrating partner and internal metrics (e.g. performance, quality, improvements) for transparency and decision-making.
- Deliver executive-ready reporting and insights to support Service Delivery's formal reporting.
- Conduct benchmarking across suppliers and internal services.
- Measure value-realisation and success against strategic objectives, celebrating wins and demonstrating the value of Operational Excellence.

4. Strategic Alignment & Value Realisation

- Tie together improvement tools, data, frameworks, and governance into a joined-up improvement approach.
- Act as a bridge between business strategy and IT delivery, ensuring our global services support ABF's strategic goals.
- Translate business objectives into measurable service outcomes and vendor commitments.

The Operational Excellence Manager leads the **governance, performance, and continuous improvement** frameworks across a multi-vendor environment to deliver best-in-class customer experience and strategic **business outcomes**. The role ensures accountability across partners and internal teams, collaborates with Service Delivery to **realise measurable improvements**, provides insights, and ensures strategic alignment across the department to consistently deliver an efficient, value-adding service that frees up our businesses to thrive.

Essential Skills, Knowledge & Experience:

- Familiar with the latest process improvement techniques, using data, AI agents and automation
- Strong analytical and problem-solving skills
- Excellent communication, and stakeholder management skills.
- Commercial acumen
- Ability to inspire and motivate teams. Experience in facilitating, and consensus building across internal teams, business units and external partners.
- Experience in setting up governance, quality and performance frameworks to ensure operational excellence of a multi-vendor, global service operation.
- Track record in the delivery of data-driven continuous improvement programs with quantified benefits within an IT organisation.
- Good working knowledge of applying in ITIL v4, and Lean methodologies
- Experience with major ITSM tools (e.g. ServiceNow), and data visualisation tools (e.g. Power BI) for data analysis and trending.

Desirable Skills, Knowledge & Experience:

- IT Operating Model design
- SIAM
- Portfolio / Project Management
- Business Change Management
- Experience in personal productivity tools, such as Power Automate
- Experience of preparing and presenting business cases
- Experience in working in a global multi divisional environment

Other requirements of the role:

- Ability to work flexibly i.e. outside of recognised normal working hours
- Willing to travel to other office locations, suppliers, vendors etc. when necessary