

Role Title	Operational Excellence Manager	Role Purpose	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.	Associated British Foods plc	Business Technology Services
Reports to	Head of Strategic Planning & Operational Excellence				
Directly Supervises	n/a				
Total team size	4				

<p>Key Accountabilities:</p> <p>1. Service Assurance</p> <ul style="list-style-type: none">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. <p>2. Operational Excellence + Customer Experience</p> <ul style="list-style-type: none">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. <p>3. Data, Insights and Performance Intelligence</p> <ul style="list-style-type: none">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. <p>4. Strategic Alignment & Value Realisation</p> <ul style="list-style-type: none">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.	<p>Essential Skills, Knowledge & Experience:</p> <ul style="list-style-type: none">Familiar with the latest process improvement techniques, using data, AI agents and automationStrong analytical and problem-solving skillsExcellent communication, and stakeholder management skills.Commercial acumenAbility 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 methodologiesExperience with major ITSM tools (e.g. ServiceNow), and data visualisation tools (e.g. Power BI) for data analysis and trending.	<p>Desirable Skills, Knowledge & Experience:</p> <ul style="list-style-type: none">IT Operating Model designSIAMPortfolio / Project ManagementBusiness Change ManagementExperience in personal productivity tools, such as Power AutomateExperience of preparing and presenting business casesExperience in working in a global multi divisional environment <p>Other requirements of the role:</p> <ul style="list-style-type: none">Ability to work flexibly i.e. outside of recognised normal working hoursWilling to travel to other office locations, suppliers, vendors etc. when necessary
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