

Role Title	Head of Operational Excellence	Role Purpose	This role is responsible for establishing and continuously improving the operational capabilities, service management practices, reliability disciplines and user support functions that enable BTS to deliver high-quality technology services at scale. As BTS transitions from a traditional design-build-run operating model towards a product-centric, agile and continuously improving organisation, this role will lead the evolution of service management, operational readiness, user support, incident management and reliability engineering across BTS.	Associated British Foods Business Technology Services plc
Reports to	BTS Director			
Directly Supervises	Responsibility for managing a team			
Total team size	TBC			

Key Accountabilities:

- Define and lead the Operational Excellence strategy, embedding best practices across service management, support operations, reliability engineering and operational governance.
- Establish and continuously improve ITSM frameworks, operational standards and service lifecycle governance across BTS.
- Modernise service management through automation, self-service, AI-enabled support and data-driven decision making.
- Lead the transformation of the User Support Centre, improving efficiency, user experience, first-contact resolution and self-service adoption.
- Build and operate a proactive Command Centre capability to monitor service health, coordinate major incidents and accelerate service restoration.
- Establish and mature Site Reliability Engineering (SRE) practices, ensuring services are resilient, supportable and operationally ready.
- Drive operational readiness, risk reduction and service reliability through standardised controls, resilience engineering and continuous improvement.
- Lead post-incident reviews, root cause analysis and organisational learning to reduce recurring issues and improve long-term service performance.
- Develop and lead global operational teams and strategic partners, fostering a culture of accountability, automation, reliability and continuous improvement.
- Partner with business and technology stakeholders to improve service quality, operational performance, user satisfaction and business outcomes

Scope of Responsibility

- IT Service Management (ITSM): Service Strategy, Governance, Incident, Problem, Change, Request and Knowledge Management.
- User Support Centre: Global Service Desk, Self-Service, Digital Support Experience, Automation and AI-Assisted Support.
- Command Centre: Monitoring Operations, Major Incident Management, Escalation, Communications and Service Restoration Coordination.
- Site Reliability Engineering (SRE): Reliability Standards, Operational Readiness, Resilience Engineering, Service Health and Continuous Improvement.

Essential Skills, Knowledge & Experience:

- Experience leading large-scale service management and operational organisations within global enterprises.
- Experience supporting organisations with tens of thousands of users across multiple regions.
- Experience modernising service desk and support models through automation, self-service and AI capabilities.
- Experience establishing command centres, network operations centres, service operations centres or major incident management functions.
- Experience implementing Site Reliability Engineering principles and reliability-focused operating models.
- Strong knowledge of operational readiness, service lifecycle management and supportability practices.
- Experience working in product-centric technology organisations.
- Experience driving cultural transformation from reactive operations towards proactive operational excellence.
- Experience managing internal teams alongside strategic service partners.
- Strong stakeholder engagement and influencing skills.
- Experience leading large-scale service management and operational organisations within global enterprises.
- Experience supporting organisations with tens of thousands of users across multiple regions.
- Experience modernising service desk and support models through automation, self-service and AI capabilities.

Leadership Characteristics

- Think in terms of outcomes rather than processes.
- Focus relentlessly on user experience and reliability.
- Challenge bureaucracy and process for process's sake.
- Be highly collaborative and influential.
- Create a culture of accountability and learning.
- Be passionate about automation and simplification.
- Have credibility with both engineering teams and operational teams.
- Drive continuous improvement across the entire BTS organisation.

Other requirements of the role:

- Hybrid operating with regular presence in Peterborough and London