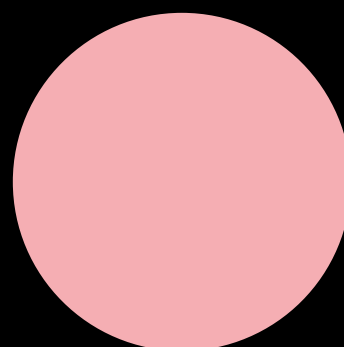
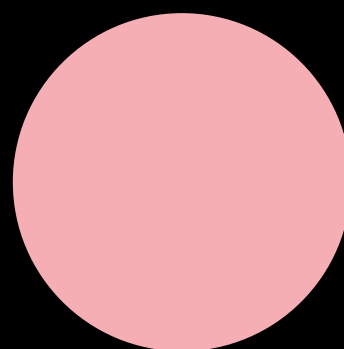


May 2026

Savanta UK

**Role Specification:
Business
Transformation Lead |
12 Month FTC**



Classified: Private

Location: London, Hybrid (2-3 days onsite per week)

Business Area: Operations

Reports to: Chief Delivery Officer

About the Role:

Business Transformation Lead | Operations | London

This is a senior high-impact, cross-functional role sitting at the intersection of our **Product & Technology team** and our **Delivery and Operations teams**, driving the adoption of new tools, standardised processes and best practices across the business.

The Business Transformation Lead will play a pivotal role in reshaping how our research operations and delivery functions work. We have the opportunity to be a leader in how modern research operations work, capitalising on emerging technologies and system.

This role is ideal for someone who combines a deep understanding of end-to-end research operations with strong change management skills, a passion for process improvement and the ability to bring people on a journey of transformation.

Working closely with Chief Product Officer, Product Managers, Head of Engineering, Chief Delivery Officer, Head of Client Services and Chief Financial Officer.

Key Responsibilities include:

Transformation Strategy & Planning:

- Develop and own a comprehensive **business transformation roadmap** for research and delivery operations, aligned to Savanta's strategic objectives.
- Shape and influence the product roadmap, having identified pain points in processes and opportunities for technology.
- Identify inefficiencies, bottlenecks and data quality risks across operational and delivery functions.
- Define clear transformation milestones, success metrics and KPIs to track progress and demonstrate ROI; aligned to the broader strategic initiatives and KPIs.
- Prioritise initiatives based on business impact, feasibility and resource availability, alongside the Executive Leadership Team.
- Engage in structured stakeholder discovery across delivery and operations teams to ensure the transformation roadmap reflects frontline realities, not just top-down priorities.
- Establish best practice and ensure the team adhere to these standards.

Technology Adoption & Implementation:

- Act as the **primary bridge between the Product & Technology team and the delivery and operations functions**, ensuring that internally built and third-party tools are effectively deployed and embedded in standardised day-to-day workflows.
- Lead the adoption and impact of new technology platforms globally across operational and delivery teams, managing implementation and change management plans, timelines and stakeholder communications.
- Retire legacy tools and processes.
- Work with the Product team to provide structured feedback from operational users, informing the product development roadmap and ensuring tools are fit for purpose.
- Champion the use of automation, AI-assisted tools and data-driven workflows to reduce manual effort and improve accuracy and quality across the research delivery lifecycle.
- Support and promote the iterative culture of continuous feedback and improvement of new technology and processes.

Process Standardisation & Documentation:

- Develop and own the vision of the delivery and research workflow.

- Ensure that processes are designed with **data quality and compliance** at their core, reducing risk and improving output reliability and quality.
- Implement and continue to refine the **standardised ways of working** across all delivery and operations functions, creating a consistent, scalable operational framework.
- Develop and maintain the ways of working toolkit, including training where necessary.
- Regularly review and iterate on processes to reflect evolving business needs, technology capabilities and industry best practices.

Change Management & Stakeholder Engagement:

- Lead structured **change management programmes** to drive adoption of new processes and technology, addressing resistance and building organisational buy-in.
- Engage, influence and align stakeholders at all levels to adopt the new processes / technology – from operational and delivery teams to senior leadership – ensuring transformation initiatives are understood, supported and embedded.
- Alongside the people team, develop and deliver **training programmes, workshops and onboarding materials** to upskill teams on new tools and ways of working.
- Establish communities of practice and champion networks to sustain momentum and embed a culture of continuous improvement.
- Define and monitor operational performance improvement metrics across delivery functions, using data to identify trends, risks and opportunities for improvement.
- Provide regular, structured progress updates to the Executive/Senior Leadership Team and primary stakeholders, communicating transformation status, milestones achieved, risks and decisions required in a clear and concise manner

Cross-Functional Collaboration:

- Work in close partnership with the **product teams** to align the internal product development pipeline with operational needs and transformation priorities.
- Collaborate with **functional leads across the business** to ensure that operational changes enhance the client experience and support delivery against client commitments.
- Partner with **the people team** on skills development and change communications related to transformation initiatives.
- Support the evaluation and onboarding of third-party technology vendors where relevant.

Personal Development/ Profile at Savanta:

- Contribute positively beyond core responsibilities through initiatives like Career Management.
- Embody company values and meet performance expectations.
- Actively own personal development goals and work closely with managers to achieve them.

About You:

- **Collaborative and people-focused:** able to build trust and bring teams along on a change journey with empathy and clarity.
- **Commercially minded:** understands the link between operational efficiency, data quality and business performance, including an awareness of client expectations.
- **Curious and innovative:** actively seeks out new approaches, tools and ideas to improve how we work.
- **Resilient and adaptable:** comfortable navigating ambiguity and managing competing priorities in a fast-paced environment.

- **Detail-oriented but strategic:** able to zoom in on process detail while maintaining a clear view of the bigger picture.
- **Credible and confident:** capable of challenging the status quo constructively and influencing change at all levels.

A tech-first mindset is essential as we pivot from a traditional market research business into a cutting-edge technology-first insights company.