



Job Description

Job Title:	Reports to:
iOps -Integrated Delivery - Customer Experience	Director Integrated Customer Experience Technology
Function / Sub-Function	
Information Technology / Customer Operations	
Standard Job Name:	Work Level:
Global IT Program Manager	2C
Scope:	Location:
Global	Flexible Global Role
Background	
<p>iOps puts customers at the heart of our business operations so we win with customers in the marketplace.</p> <p>We are removing complexity, integrating our processes, and delivering the data, insights, and technology we need to create a great customer experience, while the world moves into the digital era.</p> <p>Simplifying operational tasks frees our time and resources to unlock growth for Unilever and more value for our customers and our partners.</p> <p>iOPS Technology fusion team is driving the implementation of the digital solutions in iOPS. The team is composed by a lean global leadership, dedicated platforms teams, market activation teams and other IT specialists designated to a specific task</p> <p>This is an industry leading global transformation in FMCG space – global in nature driving towards customer experience – by bringing together multiple functions – sales, supply chain, order to cash together</p>	
Main purpose of job: (A concise statement setting out the main purpose and objectives of the job)	
<p>Main purpose of this role is to ensure an integrated activation of iOps technologies (joined up with process & org transformation) in the markets . This role will focus on :</p> <ul style="list-style-type: none"> • Defining a globally integrated plan for iOps technology (around business products) • Integrated Planning: active plan, review and adapt technology plans with all markets and platforms ensuring we have consistent and integrated delivery to markets • Release strategy: develop an overarching release strategy to be applied by market activation directors in their regions 	
Key accountabilities: (Describe the responsibilities and end results that would be expected)	
<u>Transformation Program Delivery</u>	



On time in full – in an integrated way to deliver customer experience across multiple functions

Integrated Planning

- Create integrated plans for across products – covering process org and tech ; focussing on technology sequencing across 20+ technologies in the transformation (iOps program) across multiple functions
- This will mean working with process excellence, IT platforms, market activation, operations partners and overall program transformation office
- Coordinate with the market activation leads the review of the external initiatives to iOPS that may have overlap / competition to the integrated plan
- Review with markets scope management, risk & change plans for Technology workstream

Key Outcome:

- Integrated customer experience – delivering the value unlocks from the transformation business case
- Less rework – by implementing process. Org and multiple tech in right sequence

Release and Quality Management:

- Develop the release management strategy and governance for platforms / markets
- Define and implement a cross platform quality management tower. Quality tower aims to improve overall technology build, reducing number of defects reaching iOPS production environments and shorten test cycles, contributing for cost optimization of overall delivery. Work with market activation directors to land in our zones (Asia/Africa/Europe/Americas)
- Key Outcome: reduction of defects per release, contributing to overall cost reduction and speed to market.

Experience and qualifications required: (Detail essential and desirable experience, including number of years)

Educational Qualification

- Preferably B.E/B.Tech & MBA from a recognized accredited college in Information Technology, Operations Research.

Functional/Process acumen

- 10 years' experience managing complex technology projects/programs preferably in supply chain capability and sales technology.
- Business acumen on Supply Chain, Customer Development and Finance for understanding different trade-offs of actions which can help make better decisions on the integrated technology

Technology acumen

- Strong appreciation of Software Development Life Cycle
- Experience with IT system deployments and system integration across leading edge digital technologies , SAAS, ERP's, global applications, legacy platforms

Program/Project Management skills

- Experience in Program and Project management; Must have experience of managing senior stakeholders
- Experience with delivering results in/through a geographically dispersed team, with external service providers, and across different business functions.
- Experience in budget management of large projects
- Financial awareness and understanding of TCO models

Management/Interpersonal skills

- Ability to think strategically & be comfortable working in a fast-paced environment
- Strong consultation, interpersonal and influencing skills.
- Demonstrated team leadership skills.
- Ability to manage multiple complex tasks
- Excellent communication skills

Key interfaces



(List any external and internal contacts arising from the job)

- Director Integrated Design and Delivery Customer Experience (iOps transformation)
- IT and data & analytics Platform Directors
- Process Excellence Directors & VPs
- Program Management Office
- Technology Suppliers
- iOPS Operation Partners