Job Title- Business Relationship Manager
Location- UniOps Bangalore

ABOUT UNILEVER:
Be part of the world's most successful, purpose-led business. Work with brands
that are well-loved around the world, that improve the lives of our consumers
and the communities around us. We promote innovation, big and small, to make our
business win and grow; and we believe in business as a force for good. Unleash
your curiosity, challenge ideas and disrupt processes; use your energy to make
this happen. Our brilliant business leaders and colleagues provide mentorship
and inspiration, so you can be at your best. Every day, nine out of ten Indian
households use our products to feel good, look good and get more out of life-
giving us a unique opportunity to build a brighter future.
Every individual here can bring their purpose to life through their work. Join
us and you'll be surrounded by inspiring leaders and supportive peers. Among
them, you'll channel your purpose, bring fresh ideas to the table, and simply be
you. As you work to make a real impact on the business and the world, we'll work
to help you become a better you.

Cloud is a critical enabler of Unilever's digital future. It not only changes
how we store and access data but, will also fundamentally improve how our
business operates. Cloud enables innovation and delivery at cost-effective scale
and a pace by removing barriers and providing foundations for digital business
transformation.
Cloud Platform Services (CPS), part of the UniOps function, has the vision to
accelerate cloud adoption to drive a future fit model for innovation and growth
across Unilever. This is in line with the broader UniOps strategy.
The Business Relationship (BRM) function is key in supporting the adoption of
cloud from the Platform (Application) teams across UniOps.   These Platform
teams provide technology services and applications to the appropriate business
category or market regions and are key consumers of cloud services.
The BRM is aligned with one or more UniOps Platform and Market (Geo-IT) teams
and is responsible for facilitating high customer engagement between CPS and the
Platform or Market teams. The BRM is also responsible for mentoring and
coaching other BRM's as part of their senior status.   The goal of the BRM
function is to Drive Value, Build Partnerships and Evolve Culture.

This is achieved by engaging in the following four areas:
Strategy - Work with Platform or Market to understand their strategy and align
with CPS strategy
Influence - Share and evangelize the power of the cloud and showcase the art of
the possible
Education - Help Platforms gain maximum value from the cloud through training
and awareness
Delivery - Ensure delivery of customer satisfaction (Platforms & Markets)

Main Accountabilities
Establish a strong partner relationship with your designated Platform or Market
(Geo-IT) function, promoting the CPS strategy and the value to the Platform's
specific business category or region.
Mentor and coach other BRM's responsible for building strong and deep
relationships with internal customers (Platform and Market) teams.
Substitute for the BRM Lead as appropriate
Collaborate closely with other CPS LT functions to ensure alignment, in
particular, Advisory & Design and Product functions.
Stay abreast of current and emerging trends and innovations, unique
opportunities and challenges of the space/markets and geographies in which
Unilever operates, and how it affects Unilever's business and initiatives
Achieve the BRM function's overall goals as follows:
Drive Value
Strategize with Platforms to develop future roadmaps and explore new
opportunities oContinually drive Cloud technology awareness and education
Identify opportunities to evaluate and create Cloud initiatives for strategic
value

Focus on value over solutions. Emphasize value when developing ideas, evaluating risk, and evolving needs
Innovate using knowledge and awareness of Cloud to identify new opportunities and encourage the use of experiments
Ensure that customers are knowledgeable about Cloud and UniOps goals and objectives
Collaborate with other functions across UniOps (e.g. EA through CCoE etc.) and value from maturing the BRM's function
Communicate value from Cloud adoption by quantifying impacts and clearly, articulating value realised
Build Partnerships
Own the strategic relationship between the BRM function and customers (Platforms & Geo-IT) to stimulate, surface, and shape demand
Develop deep domain knowledge of your Platform's functions and goals oBuild cross-functional relationships for the convergence of value oEstablish value management as a strategic organizational capability
Educate Platforms & Geo-IT on the BRM mindset, e.g., powerful communications, approaches, roles, and capabilities
Establish a communication methodology for effective and efficient communication between CPS and Platforms o Partner with individuals, teams, and functions to drive value and meaningful results for Platforms and Geo-IT teams
Advocate as a cloud champion of change for your Platform strategic plans

Evolve Culture o Advance the BRM capability beyond just the role and function, sharing ownership with the full BRM community of practice for continual improvement
Champion a culture of collaboration and shared ownership and constant organizational evolution.
Elevate the importance of language across the organization as a crucial element to effective communication
Create leaders in everyone around you, e.g., leadership-as-a-practice
Coach Platform and Geo-IT leaders to articulate their vision and requirements to drive the value of collaboration across UniOps
Facilitate goal-setting by communicating a shared purpose specifically shared values, beliefs, and behaviors (e.g. CPS values and behaviors)

Key Skills and Relevant Experience
Ability to think strategically and influence strategic thinking at all levels.
Be assertive and diplomatic when building relationships
Demonstrate positive energy and focus when engaging with customers
Very strong verbal and written communication skills
Ability to be collaborative and to encourage collaboration
Ability to focus on business value results instead of solutions
Ability to positively influence others and to break down organizational silos
Strong speaking and presenting skills, especially at the senior level
Strong understanding of IT, HR, and finance
Assess new opportunities, build alignment and efficiently capture qualitative and quantitative data to improve customer satisfaction.
Ability to coach, influence, and lead people and teams to ensure effectiveness
Solid and practical understanding of cloud fundamentals and cloud best practices.
Demonstrable experience in working with globally distributed teams
Deeply curious and motivated to drive continuous improvement across CPS.
Lead, develop and implement recommended approaches to complex or ambiguous problems while making pragmatic decisions.
You have a strong desire to learn and grow and encourage others to do the same

Experience
5+ years in Business Relationship Management in a senior role or in a similar senior manager customer service role.
3+ years in experience in relationship building at all levels, in particular, senior stakeholders
Ability to independently create proposals, and presentations and influence senior stakeholders

Excellent oral and written communication skills are essential. Experience in communicating across many cross-functional areas, including external partners and customers.
Strong leadership skills, preferably worked at a Senior Manager level in previous organizations
Good understanding of GCP and Azure cloud platforms eco-systems and cloud technology trends and roadmaps

Minimum qualifications:
Bachelor's degree in Computer Science, a related technical field, or equivalent practical experience.
Business Relationship or Customer Service experience or qualifications in: Leadership, cultural change, change management, customer service
Collaborating and influencing senior stakeholders
Practical experience promoting the adoption of cloud platforms and technologies for tangible business benefit.
Certification requirements
GCP - Foundational Google Digital Leader
Azure - AZ-900: Microsoft Azure Fundamentals

Desirable qualifications
Certification requirements: oBusiness Relationship Management Professional (BRMP) oGCP - Professional Cloud Architect oAzure - Cloud Architect

BEHAVIOURS
 Candidates would be required to show a demonstration of the following behaviors:
Accountability and Ownership - Strive for high quality and success, and empower yourself and others to make decisions.
Be bold - Challenge the status quo, be bold & passionate about the cloud, think outside of the box and be willing to improve.
Customer First - Thinking about our customers constantly by providing them with the best tools, services and end-user experiences.
Collaboration - Working in an openly creative culture, where all ideas are acknowledged encouraging innovation and transparency.
Empowered - Always be one step ahead, embrace change and challenges, initiate solutions and make decisions in good faith.