Job Description

Job Position: SME & DevOps Manager	**Function:** Plan COE
WL: 2A	**Reports to:** Global IT Lead – FP&A, S&OP
Scope: Global SC S&OP	**Location:** Bangalore, India

Business Context and Main Purpose of the Job

S&OP function supports business across the globe covering multiple categories, markets and global functions.

To support Unilever's growing business, IT plays a very pivotal role in terms of both Innovation and predictability of running operations.

The Platform SMEs play a critical role in terms of:
- Retaining Platform specific knowledge
- Landing Innovation to drive business value
- Acting as a template gatekeeper for resilience.
- Partner with local and global project teams to review design
- Platform gaps worked in detail and implemented, the Platform kept well performing and healthy through functional checks & continuous improvements
- Manage escalations for complex incidents, issues to achieve target uptime levels

Product SME is expected to carry out the role for all SC planning functions – S&OP, Capacity Planning, Growth Momentum amongst others. Candidate is also expected to have good appreciation of integration with SAP and non-SAP functions viz Finance, O2C and Supply Chain.

Main Accountabilities

IT Champion in Supply Chain Planning domain
- Partner with Market Supply Chain and Category leadership teams, for design, delivery & maintenance of Planning technologies
- Partner with Global PACE Leadership and i-Ops transformation programs
- Agile delivery of Planning tools with E2E integration
- Establish a strong external orientation & industry perspective on the latest trends in planning processes and integrated planning to help shape the transformation agenda.
- Drive right implementations across the markets, embed right behaviors and adoption leading to efficiency & quality outcomes.
- Drive adoption, scale and value realization for the investments made in technology
- Continuously evolve solution stack in harmony with overall Digital Supply Chain strategy

Platform Management
- Drive resilient platform operations and work with product & partner teams for 99.99% uptime
- Ensure 100% adherence across landscape including Security compliance, KEC, performance & service operations
- Drive projects on Aera platform being delivered through the CoE model
- Continuously enhance & automate platform management operations
- Manage escalation and drive resolution on critical issues
- Continuously seek opportunities to drive reduction on IT costs

Escalations Management
- Platform SME is the single point of contact for Application maintenance teams for run escalations, L3 support on complex incidents, problem tickets for own area. He/she needs to coordinate resolutions of these with the vendor teams.
- He/she should govern vendor resources to resolve L3 escalations, measure their performance and coordinate any improvements required.

Continuous improvements
- Platform SME should be part of all continuous improvements in BAU, in own area through regular checks, planned services, actions out of root cause analysis.
- He/she works with relevant vendor resources, global functional SMEs, Geography IT, business engagement teams and infrastructure resources where relevant.
- He/she co-ordinates improvements on the performance of the transactions / custom codes in own area with other relevant teams.

Direct Reports	Key Interfaces
Vendor AD/AM resources subject matter experts in vendor teams	Multiple IT teams across Unilever (Platform Teams, Geo IT) BG/BU Business teams and Process Excellence team Vendor Partner teams (AD, AM, Product)

Key Skills	Relevant Experience
Holding People Accountable Bias for Action Organisational Awareness Strategic Influencing Rigorous Approach/Attention to Detail Project Management skills Excellent Communication skills Stakeholder Management skills	- Functional Innovation Role in Supply Chain Planning - KEC & Resilience projects - Program/ Project Management of large size implementations -

Leadership Behaviours

Should "meet expectations" on the Standards of Leadership behaviours relevant to the WL of this job. To know more about the SOL model, click here

Select only the skills that are relevant for this job and mark with an "X" the required level for

Skill Profile

N/A : Not Applicable   BA: Basic Appreciation   WK: Working Knowledge   FO: Fully Operational   LE: Leading Edge

Functional Skills		Level					Comments
		N/A	BA	WK	FO	LE	
1	Architecture				X		
2	Business Analysis			X			
3	Business Continuity Planning				X		
4	Business Process Improvement				X		
5	Configuration Management				X		
6	Consultancy				X		
7	Customer Service Techniques				X		
8	Programme Management				X		
9	Progress Reporting				X		
10	Project Management				X		
11	Quality Management				X		
12	Risk Management				X		
13	Service Level Agreements				X		
14	System Design			X			
15	Test Management Techniques				X		

General Skills		Level					Comments
		N/A	BA	WK	FO	LE	
1	Business Functions				X		
2	Culture and Organisation			X			
3	Interpersonal Skills				X		
4							
5							
6							
7							
8							

Skills & Experience

Experience:

- Overall 10+ years of Industry experience and 4-5 years in Supply Chain Planning
- Technical knowledge in upgrades, performance management and archiving
- Business process knowledge in critical Supply Chain areas – Particularly S&OP
- 2-3 E2E implementations experience along with integration components
- Team lead with managing team of 3+ people

Resilience:

- Experience in support
- In-depth understanding of Hyperion and Anaplan tools
- Have extensively worked across Supply Chain planning areas

Primary IT Skills (Essential):

- Has hands on working experience in Hyperion, Anaplan
- Project management
- Quality & testing

Secondary IT Skills:

- Application lifecycle management
- Quality Management
- Document Management Techniques
- Strong communication

Strong SOL:

- Bias for action
- Agility
- Customer & consumer focus
- Communication

Date of last Update (month/ year) :
Jun 2023