TPM Functional Subject Matter Expert - India

Schedule : Full-time
Primary Location : India-Bangalore (County level)
Other Locations : India-Bangalore (County level)
Shift : Day Job
Job : Information Technology
Travel : Yes, 10 % of the Time
Description

Job Title: TPM Functional SME - India
Work Level: 2A
Location: Bangalore Uniops Office
Terms: Local
Travel: up to 10%

Background

Trade Promotion Management (TPM) usage has a direct impact on Unilever's ability to optimally use its Trade Promotion budgets in the various geographies. As such global TO is impacted by the success of the solution. This requires a robustness in both the solution as well as delivery approach and a resilience in operations.

With the introduction of the Integrated Operations Programme earlier this year, TPM as a programme will now fall under this remit and will be governed by the associated governance group. This has been badged as PROMOTION AS A SERVICE and the objectives are to:
•   Liberate cost and time to drive growth with customers
•   Improve reliability of service
•   Enhance User Experience

There will be significant process transformation for a market to undertake to meet the objectives and align their organisations to the to-be operating model. The TPM tool will support this transformation and unlock business benefits by delivering an efficient, robust tool that will allow promotions to be created and maintained in an optimal way.

Key responsibilities:

· Ensure fit for purpose and stable solutions are in place for markets/platforms assigned. Works closely with the Platform teams to achieve this. Role will focus on the Frontier platform but will not be exclusive depending on Business needs.
· Support the lifecycle activities for the above functionality
· Is a subject matter expert on NRM L4/L5 allowing for bridging between Business requirements and functional translation to the Platform teams.
· Is a "trusted partner" to the Business.
· Lead and take accountability for Program change management activities, including driving the Business benefits working through Process Office and Program Manager.
· Manage the ways of working, operations, escalations with the delivery lead, meeting the overall program objectives.

This role is a new position required by the TPM Business Engagement team as there is a requirement to have increased IT functional expertise to support current and future market deployments. The role will report into the end to end SME for TPM and will have responsibility for a wide variety of activities. Specifically, the candidate will need to be able to take on technical troubleshooting across the TPM landscape as well as communicate effectively to CD business stakeholders. Therefore, the candidate will need to have experience and be familiar with the technical elements of IT systems so that they can quickly deep dive into details when there are issues or be a trusted source regarding the TPM functionality when new requests are asked for by the users.

An indicative view of responsibilities for each of the phases in a project lifecycle is provided below but the key thing is that the candidate needs to be able to work in a dynamic environment, have good understanding of trade promotions, be good at troubleshooting and have a background in supporting or implementing IT systems.

Analyse:
- Understand the TPM template (offering that is already built) and what items can and can't be configured/ changed
- Understand new market requirements and how these map to the existing tool and to the existing integration landscape
- Validate any new functionality that needs to be created for new markets

Build:
- Validate new functionality meets market requirements before it is shown to the market
- Prepare the market for the testing phase

Test:
- Work with the test lead to conduct market testing
- Work with Vendor team to triage defects
- Troubleshoot issues with users and raise defects accordingly

PGLS:
- Triage new defects and troubleshoot issues with the supporting team
- Communicate to the market regarding issue status and fix times

Additional responsibilities:
- Work with the team to communicate to live markets regarding upcoming changes that may impact them (upgrades, CRs, etc)

KEY REQUIREMENTS:

- Ability to troubleshoot and have clear approach to problem solving
- Confidence to challenge assumptions and status quo
- Confidence to learn about Salesforce technologies
- Technical experience in working with and supporting IT systems
- Demonstrated ability to take a complex process and simplify messaging to make it resonate with the audience.
- Proven ability to work as part of a global virtual team in a dynamic environment.
- Ability to work alongside and influence challenging stakeholders.
- Appreciation of IT landscapes and the tech funnel.
- Ability to work across multiple teams – Technical and Business to effectively drive conversations, quickly leading to the desired end state.
- Possesses a good understanding of the business process areas involved in the Customer Development business function (e.g. Promotions, Trade Profitability, Customer ROI, Distributive and Modern trade structures etc.).
- Business Analysis
- Experience of working with external service providers in Technology projects
- Appreciation knowledge of Agile methodology.

Competencies:

- Strong organisational skills – able to define and manage self and others to a tight, clearly defined plan and set of actions.
- Strong self-starter. Able to take a high level brief and use contacts and information provided to seek detail, build understanding and make proposal.
- Must be strong at multi-tasking – and able to adapt/respond quickly to change.
- The ability to build strong relationships across different functional teams; includes experience in managing competing demands from stakeholders and proven track record of securing buy-in and resolving conflict.
- Organisational awareness, good team player and strong multi-cultural sensitivity.
- Quick to learn/pick-up new things with high productivity rate.