

Job Description

Job Title: Lead Manager - Digital Quality

Location: 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.

At HUL, we believe that every individual irrespective of their race, colour, religion, gender, sexual orientation, gender identity or expression, age, nationality, caste, disability or marital status can bring their purpose to life. So apply to us, to unleash your curiosity, challenge ideas and disrupt processes; use your energy to make the world a better place. As you work to make a real impact on the business and the world, we'll work to help you become a better you!

Background

Unilever Quality is digitally rewiring its current ways of working, focusing on consumer obsession and zero quality issues by capitalizing on Quality 4.0 and building digitally connected systems. Unilever's Quality Transformation will drive adoption of Quality 4.0 standards and innovative technology at scale, to ensure that we create more connected & automated operations and reduce cost of quality.

Quality's transformation journey focuses on Manufacturing Quality Transformation in Unilever's own factories, while also creating required visibility & partnership ecosystem for Collaborative Manufacturing Partners & Suppliers and building capabilities for Consumer quality Insights. A focus area in Business Operation's strategy – "Superior products" to ensure that quality enables a competitive advantage for Unilever.

And UniOps is working with global Quality Excellence teams to 1) enable Quality Management Platform to mitigate internal & external risk, 2) integrate & digitise consumer quality voice & insights into Supply Chain and 3) automate quality controls and remove human errors.

Main purpose of job:

Much progress has happened through the Quality transformation program, however there is a need to accelerate the change and to take it to next level. We are looking for an ambitious candidate who would lead and steer the transformation & digital agenda of Unilever's quality function globally.

The four parts to this role are:

- Business Partner the Central Quality Excellence teams & BG Quality teams globally, in co-creating a digital and automation strategy, that delivers on the in-flight transformation initiatives while co-conceptualizing a pathway for the "quality of the future"
- Manage innovation programs with an end-to-end accountability of the product technology stack, while delivering resilient IT operations. Deliver core business priorities through IT programs, including the in-flight QualityOne platform and Consumer Quality initiatives (DVOC & Digital Eye). Accountability for run of all planned and approved global IT Quality platforms, products, and assets
- Defining agile & future-ready delivery models, SI and Product partnerships, Architecture, Solutions, and Processes to help unlock the innovation needed for the transformation
- Talent Management – Creating a High Performing team, enabling digital culture and mindset within teams, building talent, and ensuring retention of domain knowledge in UniOps

Key accountabilities:

- Business Partner the Central Quality Excellence Team (Chief Quality Officer, Digital & Expertise Directors) & BG Quality teams (BG Quality Directors). Develop the Quality IT strategy that complements the Quality Transformation strategy.
- Collaborate with Product Owners from Supply Chain Quality Excellence to define the platform/product vision and strategy for applications on the Digital Quality platform; build and manage an actionable product roadmap
- Steer the UniOps quality platform team to ensure efficient, resilient design of the solutions – keeping a view of the big picture (overall systems design supporting the processes) and at the same time having a detailed view and provide inputs as needed.
- Strengthen partnership with product partners (Veeva, Elementary etc) to drive co-innovation & product roadmap and help build a solid foundation to enable accelerated innovation.
- Identify opportunities on app rationalization and along with business stakeholders initiate a joint vision towards the future “End State for Quality”
- Providing guidance and support on all market demand, through engagement with UniOps-in-Market teams (Geo IT teams)

Experience and qualifications required:

- 7-10 years of overall work experience.
- 3+ years of Supply Chain IT experience
- Experience in managing end to end project/program delivery spanning across technologies and multi-vendor teams.
- Good understanding of the key elements of an enterprise class system; successful track record in building strategies and solutions to meet end-user needs; has demonstrated project leadership including successfully defining and launching product innovation
- Experience in managing a product lifecycle from conception to business-as-usual mode
- Understanding of cloud offerings and ability to discuss cloud architectures
- Experience working with Agile and DevOps methodology
- Good interpersonal skills and communication with all levels of management. Proven ability to impact and influence end-users and stakeholders.
- Self-motivated: able to handle multiple workstreams, prioritize, and manage time efficiently

Key interfaces

- Supply Chain Quality Excellence Teams (Chief Quality Officer, Digital and Expertise Directors)
- BG Quality Teams (BG Quality Directors, BU Quality Leads)
- Factories (Factory Directors, Factory Quality Managers)
- UniOps Teams (including D&A, Enterprise Architects, Cloud and Info security) Vendor Partners