

JOB TITLE: Junior Product Owner – Consumer Engagement Centre

LOCATION: Bangalore, India

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.

ABOUT UNIOPS:

Unilever Operations (UniOps) is the global technology and operations engine of Unilever offering business services, technology, and enterprise solutions. UniOps serves over 190 locations and through a network of specialized service lines and partners delivers insights and innovations, user experiences and end-to-end seamless delivery making Unilever Purpose Led and Future Fit.

MAIN JOB PURPOSE:

The Consumer Engagement Platform (CEP) is the operational engine of consumer-facing marketing technologies and platforms: brand websites, data-driven marketing technologies and Consumer Engagement Centres (Carelines).

Consumer Engagement Centre handles queries & complaints regarding Unilever brands & products across voice, digital and social channels across 93 countries globally.

To drive optimal engagement with different squads and tribes across CEP and CX (Consumer Experience), the Product Owner – CEC plays a very critical role to ensure:

1. CEC services are always Fit-For-Purpose
2. Embedding culture to drive better ROI of the service we offer.
3. Drives CEC partners to manage current and future product roadmap as per the organization's needs.

KEY ACCOUNTABILITIES:

- **Manage Product Ownership** – Drive Engagement with Markets/Technical teams using Domain Driven Design approach to create value with services/processes and take decisions which are aligned with organizational goals. This would include
 - Set priority based on business value
 - Represent the consumer experience
 - Build and enable a features roadmap which inspires others to go for it
 - Keep the engagement going with a focus on value.
 - Defining and owning product/feature roadmap
 - Navigate through the organization structure to influence the right stakeholders.
 - Create demand and ensure delivery of the requested features
 - Act as a critical Business Analyst to challenge current ways of working in a respectful way

This would also need to explore future channels like social channels & Digital channels of engagement with consumers as per the need of the local markets.

- **Manage Delivery:** Design, build and run end-to-end operations of the service.
- Give inputs on product vision and refine the backlog as per the business value.
- Interact in stand-up meetings and collaborate on product features.

- Discuss scenarios with developers and offer them feedback to progress on stories and drive retrospective to learn and improve
- Engage with BAs, SMEs and Other POs to get a complete understanding of business value.
- Collaborate on strategic alignment and minimally viable products (MVPs) for early validation of ideas.
- Ensure release management activities are followed (e.g., Testing, QA), act as the main gatekeeper for platform-level changes.
- Maintain high-level functional and technical design oversight and take charge of any critical incidents impacting the platform's usage.
- Deal with issues, escalations and engage with Partner resources, Business engagement and key stakeholders whenever required.
- Continuous improvements and Innovation by working across squads/tribes and driving better ROI of the services offered.

KEY REQUIREMENTS:

- **Ability to be hands-on:** You are an SME and can communicate and work with the team as a peer to all the developers, you will be asked to work on process design as much as development.
- **Techno-Functional Skills:** ITIL, JIRA/Agile, Service Management. SLA Management, Operations Management and PMO.
 - Technical Skills – Knowledge on CRM, Process request set-up
 - Hands-on usage of tools like Service-now, JIRA, Confluence etc
 - You understand TDD/BDD as a framework and want only top-quality code to be produced.
- **Excellent Communications:** Able to manage and report to senior exec and stakeholders on a weekly and monthly basis and present achievements in an easy way to business groups.

- **Product Roadmap and Service Reporting:** Build and drive the clear vision of road maps to enable the work we need done over the next 12 months and establish service level reporting for clear delivery against goals/Killer KPIs

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!