Job Description

Job Title:	Reports to:
IT SME Manager – Order to Cash (Order Fulfilment – Americas)	Lead IT Manager – O2C Platform

Function / Sub-Function
Information Technology / Global Order to Cash

Standard Job Name:	Work Level:
IT SME Manager – Order to Cash (Order Fulfilment – Americas)	2B
Scope:	Location:
Global	Uniops Bangalore

Background
iOps puts customers at the heart of our business operations so we win with customers in the marketplace. We are removing complexity, integrating our processes, and delivering the data, insights, and technology we need to create a great customer experience, while the world moves into the digital era. Simplifying operational tasks frees our time and resources to unlock growth for Unilever and more value for our customers and our partners.

Main purpose of job: (A concise statement setting out the main purpose and objectives of the job)
The delivery of IT agenda for Integrated operations is dependent on multiple IT platforms and Global Order 2 Cash is one of those. The platform delivers strategic and global IT solutions for end to end Order to Cash cycle aligned to the iOps ways of working. Some of these solutions are Omprompt, Pega, High Radius & S4 HANA AATP. Aligned to the iOps roadmap, we are delivering these solutions across markets globally and the scale of our operations plus user base is expanding with each business go live. To ensure that we are able to scale in a sustainable manner without causing any disruption to iOps roadmap, stability of technology platforms and IT operations needs to be considered as a key priority for the platform. Most of the practices / processes needed to ensure the above are either initiated fresh and some might be yet to be initiated. All the O2C technologies being in nascent stage, its also important to understand the purpose of each and every IT practice needed as part of the portfolio. This Role primarily is to guide and support the development of technical solutions for our business. As a Subject Matter Expert, the duties will include evaluating organizational needs and recommending suitable technical solutions.

Key accountabilities:

Efficient Solution Designing:
- Applying subject expertise in evaluating business operations and processes.
- Identifying areas where technical solutions would improve business performance also determining whether technical solutions meet defined requirements.
- The role will capture end to end business requirements, analyse and feedback the business process requirements to the relevant functional teams, process owners and project stakeholders in alignment with the standardization strategy
- Advanced ability to recommend and implement technical solutions for cross-functional projects.
- Knowledge of systems and software engineering to optimally integrate subject expertise in software solution designs.

Solution Delivery Governance:
- Providing subject expertise and guidance to IT developers during the software development life cycle.
- Overseeing the development, testing, and implementation of technical solutions.
- Help and support the O2C Process Owner in completing and delivering efficiently all O2C specific activities (PGLS, Operational Guide & Support) and milestones, in alignment with project plans and deliverables, to ensure readiness of the business and successful go lives.
- Primarily identify if any risks or issues identified during delivering the project ; mitigate associated risks and escalate to the Process Owner and relevant stakeholders when applicable

Process simplification/Innovation:
- Being involved in O2C related initiative impacting to the new Operating Models.
- Solution evaluation to deliver the business requirements as well harmonize with Unilever IT strategic road map in global scale
- The role must influence all business partners to achieve standardization of the solution for O2C considering the benefit from a global template approach.

Experience and qualifications required:
(Detail essential and desirable experience, including number of years)
- Overall 10+ years of experience in IT of which 5+ years of experience working on solution design, Solution evaluation, process simplification
- Bachelor's in engineering, Computer Science required, and Masters/MBA preferred
- Experience building and managing complex process design/delivery of quality AM and SD practices
- Ability to work with multiple cultures, both within team and stakeholders
- Good domain knowledge to be able to work with Platform Directors, and global Stakeholders to ensure alignment within and outside Unilever IT organizations. Conversant with budgeting practices & governance
- End to end knowledge of Order 2 Cash processes for large organizations

Key interfaces
(List any external and internal contacts arising from the job)

- Counterparts in various IT platforms like ERP, Integration, Customer Development, Supply Chain etc
- Business stakeholders across globe
- Process Excellence
- Suppliers