

JOB TITLE: Assistant IT Product Manager, Customer Development, India.
LOCATION: UniOps BANGALORE

MAIN JOB PURPOSE:

HUL has been a pioneer in the FMCG space for many decades now. One of the key differentiating factors which keeps it ahead of the curve is its investment in technology.

With this role, the individual stands a chance to be in the driver's seat to use technology to drive sales, while building a robust understanding of the consumer goods space.

The technology we design, build and deploy here, gives HUL the cutting edge to go to market with best-in-class products

This position plays a pivotal role in strategy, design, delivery and optimization of the CD platform, in close partnership with business and global teams.

This is the best role at the intersection of business and technology and to understand product management.

JOB SUMMARY

As the Assistant IT Product Manager, Customer Development, one is responsible for business partnering & product ownership of CD (Sales Tech) applications focussed on core CD areas from demand capture to fulfilment. A few examples would be the applications used in the distributor ecosystem - DMS, salesman order taking app (HHT), B2B-Ecommerce and the technology used in other rural demand capture(Shakti) and fulfilment as well as other surrounded digital capabilities in CD platform. The individual will be involved in the entire journey from understanding the right business problems to the finding the right IT solutions including pilot, scale up, adoption, management & optimization.

The key responsibilities for Assistant IT Product Manager, Customer Development are:

Product Management:

- Translate high-level business requirements into detailed technical specs and work with the engineering teams to execute on-time.
- Define a detailed, and executable rollout strategy for new features, releases, and products.
- Write user stories and partner with development teams to break things down and plan them into releases.
- Focus on building value for our business, not just features; develop innovative and unique product offerings by leveraging knowledge of the key market challenges that already exist in competitor products.

Trusted Business Partner:

Operationally manage the on-ground partnership with business leads and CD excellence teams

Own the core technology platform and ensure right fit technology outcomes

Drive value creation through business adoption and technology optimization

Enable low cost quick POCs to establish business case with CD excellence teams

Technology Ownership:

Manage delivery IT projects for all channels of sales through improvement programs

Support design of architecture in partnership with internal & external architects.

Ensure Agile & Devops practices are leveraged and adopted across programs

Manage support operations and improvements journey for HUL customers

Integration with different streams, global teams and external partners:

Engagement with product partners & service providers to bring outside-in view

Vendor management across various vendors to manage talents and technologies at the best cost

Governance & People:

Manage a very large team of internal and external team members; ensure well-being, development & motivation,

while ensuring delivery of CRs and BAU operations of the assigned areas

Manage the IT budget including adherence to forecast, optimization & compliance

Ensure proper governance structure is followed across all stakeholders

KEY REQUIREMENTS:

Proficiency in aspects of product management which help translate business priorities into product innovations.

Proficient in stakeholder management across functions including senior leaders

Ability to handle E2E project journey including business value delivery

Strong business acumen to arrive at relevant solutions

Ability to manage delivery through partners

People Management skill for managing large teams as well as stakeholders

Execution excellence and application support understanding

Project Management, understanding of Devops & Agile

Understanding of platforms & technologies used in retail ecosystem.

Logical thinking and informed about modern tools