Job Title: Senior Executive - People Experience IT
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.

MAIN JOB PURPOSE:

This role is within the GEO IT South Asia team to deliver resilient, secure IT operations for Hindustan Unilever and work on landing global programs, initiatives and responses towards Directly Consumed IT services and build resilience. This role will also work with Infrastructure and People support services teams to manage the budget and land the services seamlessly. Key to role is to understand the key interfaces into Global IT Innovation, Service Lines & Service Delivery within scope of responsibility and to work effectively with these teams in the delivery of IT Services to the business.
The scope of work will involve technology finalization, technical design, and external engagement within and outside Unilever.

JOB SUMMARY:

The main purpose of the Senior IT People Experience Executive is to Lead the IT Services for India in delivery of responsibilities. Within area of responsibilities*, the IT partner will:
Business Partnering with Enterprise and Technology Global teams within his/her area of responsibility to communicate and scope the IT plan aligned with overall IT plan
Automation to deliver better results and lower cost models
Alignment with platform and Unilever In-Market teams
Delivery of IT solutions from concept to landing
Maintain essential IT operations, including operating systems, security tools, applications, email systems, laptops, desktops, software, and hardware
Own projects, solutions, and key responsibilities within a larger business initiative
Research and evaluate emerging technologies, hardware, and software
Provide end to end solution for IT assets that includes lifecycle management, change control, demand planning and liquidation.
Build, lead and implement strategies for monitoring and optimized allocation (site level inventory) of IT assets across Corporate and Customer Services locations to support new hires, Break-fix and Lifecycle refresh activities globally.
Interface and lead with Regional single threaded leaders for Logistics & asset management activities to develop and manage change
Work cross-functionally with Product teams to conceptualize and build features required to improve customer experience, reduce costs, and improve supply chain efficiency.
Ensure compliance with statutory and audit requirements.
Design, Lead and drive measurable metrics (e.g., shipping and delivery timelines, SLA adherence, logistics and transport, budgeting etc.)
Ensure contingency plans are in place for all services to include business recovery plans.
Align with Unilever standard operating practise in delivery of IT Services

Inputs to and helps define Geography demand for Services and communicates these to Service Lines
Work with Global & Local vendors in delivery of Global services where appropriate
Escalate unresolved incidents based on criticality to the Leadership
In the case of relevant incidents with core processes, works together with the functions to activate BCP to minimize disruption
Participate in problem management activities within area of responsibility as required to support Service Line/Operations teams in resolving problems
Work with business teams to ensure that the benefits of the existing services and new/updated services within area of responsibility are achieved
Manage Collaborate and Support Corporate Events in Unilever Sites or Off Campus.
Lead the VIP Support team for HUL leadership in larger offices.
Manage Telecom Services through External and Internal Stakeholder connects to evaluate and better services and plans

KEY INTERACTIONS:
Regional and Platform Directors
Other HR Journey Leads
Global IT and platform teams
Supply Chain and CD Leads
Automation team
OEMs & External Partners

IT COSTS, PROCUREMENT & CONTROLS:
Assist with processing of actual costs as required within area of responsibility and tracks and ensures payment to local vendors
Assist with input of cost drivers to budget process including assisting in IT hardware and software requirement planning and budgeting
Supports hardware and software asset management activities as appropriate within area of responsibility
Supports process for procurement of computer hardware and software consumables as required within scope of responsibilities
Partnering IT Finance to finalize budget RF and evaluate Run Cost for Savings and opportunities

KEY REQUIREMENTS

Essential:
Understanding of IT, Access Management, Collaboration tools and Lifecycle management
Basic understanding of Networking, IT Infrastructure, Information Security, Finance and budgeting and good business partnering skills.
Team Management and Leadership skills, Excellent written, verbal communication, interpersonal skills

Desirable:
Inclination to emerging technologies and understanding of Automation, cloud computing and evolving aspects of information technology. Degree of similar qualification, proven track record in delivery of IT projects in similar industry and similar application landscape. Proficiency in IT and ITES. Future-Fit Priority EX Skills: Stakeholder Management, LEAN Techniques.