Job Title: Technology / Delivery Manager – Distributive Trade Transformation
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.

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:
This role focusses on Unilever's purpose towards its DTT - Distributive Trade Transformation customers, sellers, and partners through best-in-class IT stacks and processes and requires passionate individuals who are keen to set up a growth agenda for Unilever.
The role involves end-to-end management and delivery of Unilever's DTT technology stack in e-Commerce Platform spanning across multiple applications (Adobe Magento, CRM, PIM, Marketing Automation, Digital Marketing, Loyalty Apps, Mobile applications, etc). The key job responsibilities are:
Design & Delivery of the e-commerce solutions as part of the core technology chassis
Digital Platform maintenance (AD, AM, LM) for applications that have global coverage.
Stakeholder management across GTM, Customer Development, DT Business Owners, Route to Market, CTO and Information Security teams
Supporting the IT strategy & roadmap design for digital platform applications working very closely with the Enterprise Architecture Teams
Managing the project and run budgets/commercials/IT contracts.
Sustain and Develop partner relationships & teams.

JOB SUMMARY
The role is Global in nature & apart from the functional & technical know-how, requires excellent stakeholder & Delivery management skills. It will also require the candidate to partner business teams as well as other IT teams to conceptualize business needs & design & deliver solutions.
In addition to the technical changes, the role also involves defining simplified and harmonized processes for DTT area and influencing business stakeholders to secure buy-in. These changes call for strong ability to innovate and conceptualize end-state processes and solutions.
 It will also require setting up scalable teams to deliver capabilities faster & at lesser costs. With the ever-changing technologies & evolving business requirements, the role also warrants an external orientation to bring in an outside-in perspective & help deliver the best-in-class solutions.
The current priorities for the role are as below:
Drive resilience – Understand end to end software components involved, make sure proper upgrade and KEC is maintained for all components.
Service Management – Ensure technology is working as per agreed SLAs.
Delivering Innovations – Monitor external trends and look for disruptive innovations & implement.

KEY REQUIREMENTS

Experience in business process analysis, design, and IT integration with third-party applications.

Proven knowledge of cloud technical architecture and functional knowledge in B2B commerce domain.

Experience in at least one end-to-end large-scale project implementations.

Understanding of B2B commerce platform including Headless ecommerce, Devops setup & CI/CD pipelines.

Exposure to Eco system of B2B commerce like Loyalty management, Customer Relationship Management (CRM), Marketing solutions, Analytics, Open API's structure, Mobile app Life cycle managements, PWA, etc.

Experience in handling Automations for business process using RPA and Functional test cases.

Exposure to new technologies and trends like AR/VR, Whatsapp integrations, Digital payment integrations, Delivery optimization tools, IOT etc.,

Excellent stakeholder & vendor management skills

Attention to detail, Self-starter, problem-solving attitude, being accountable.

Excellent inter-personal and communicative skills, willing to support the teams at a high level of excellence.

Proven experience of Delivery model in Agile, scrum and Squad models involving both country business team and vendor partners.

As the role is Global, the successful candidate will be required to work flexibly to accommodate time zone differences.

Experience of working with Global business, BEM, Business partners, Geo IT and extensive vendor teams.

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!