JOB TITLE: IT Product Owner – Bill 2 Cash

LOCATION: UniOps 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:

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.

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.
It is therefore important that these applications deliver the expected business value to be able to realise the market business cases. Technologies are meant to perform / provide assistance to perform a said business process and to ensure that the application is able to do so in full, an underlying service performance framework is very essential. This framework along with the KPIs to measure the success of this framework are needed to ensure that business is able to utilise the applications to their full potential. Also, any associated risks with the sustenance of these applications are required to be managed proactively.
The purpose of this role is to establish a service performance & risk management framework for all O2C IT services and ensure that services are sustained for long term value delivery with the help of key performance indicators to measure the performance of each service.

KEY ACCOUNTABILITIES:
Establish & govern the Service Performance & Risk Management Framework:
Each service established as part of iOps is expected to address a unique business problem with a set of users from business operations team performing the day-to-day business tasks. Its therefore important to first establish the purpose and success criteria for each service.
Establish key performance indicators aligned to the success criteria of each IT service

Identify stakeholders to be able to realise the value of various IT services, sign off authorities for validating the value of all KPIs agreed
Establish an execution team to perform the required activities to fulfil the agreed KPIs
Run periodic governance along with the key stakeholders to ensure that the service is delivering the expected business value

While the above is a high-level framework to be established and governed by the service performance manager, the how part of the job can be understood as follows.

Supplier management to ensure that the required resourcing, licensing, support contracts etc are in place and renewed on timely basis aligned to the allocated budget
Cross platform coordination to ensure that all the support tickets are being worked upon as per the agreed framework and closed as per the agreed SLA with suppliers and other supporting platforms
Platform resilience management to ensure that all services can perform the required business operation in full and in the allocated time without any disruption. To be managed using proactive measures and continuous monitoring framework
 Act as a SPOC for central supplier management team to ensure any gaps on the support from associated suppliers is addressed on a timely and structured manner
Act as the face of O2C platform to interface with various stakeholders to provide updates on the platform service performance and risk mitigations

KEY REQUIREMENTS:
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

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!