

Job Title: iOps Integrated Design SME Manager
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.

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.

iOPS team is composed by a lean global leadership, dedicated platforms teams, market activation teams and other IT specialists designated to a specific task.

Such a large program – the key word is “Integrated” Operations and having an integrated view from a customer experience lens is the biggest challenge and opportunity to make a difference.

Main purpose of job:

Main purpose of this role is to create and thus enabling, end to End Digital Customer experience by creating an integrated design at implementation level in markets

This will be for customer journeys linking various products around promotions, stocks and so on.

This will mean connecting different products end to end across technology, process org and market implementations and seeing whether the integration is designed right & to actually land the integrated design in iOps markets as per iOps roadmap.

This role drives value for iOps by delivering:

Lead the design for “Integrated Business Products”

Define “user experience” and personas from customer lens – and touchpoints across 20+ technologies to ensure process, data and UX will be consistent through the ecosystem

Key accountabilities:

Integrated Design

Ensure integrated design across Products with focus on Integrated Business Planning

Work closely with Datalake team (Product 0) on the implementation of Common Data Model

Conduct Integrated design workshops in market

Facilitate the detailed design for As-Is and To-be operating models for customer operations organisation in the market

Lead integrated change impact assessment

Key Outcome: Land the promised value unlocks in the market with integrated design – cross product design landed on time in full of nil errors in markets

User experience

Assess current state of user experience” and personas from customer lens

Define UX and UI standards for iOps based on Unilever standards

Drive revamp of UI/ UX as needed through the iOps platforms in an integrated way.

Key Outcome: Improvement in Net promoter Score across user groups of iOps

Experience and qualifications required:

Educational Qualification

Preferably B.E/B.Tech/ graduation with an MBA from a recognized accredited college in Information Technology or Functional Areas.

Functional/Process & technology acumen

Overall 8+ years of experience in IT or process excellence; of which 3+ years of experience working with markets/operations on technology delivery, process simplification.

Strong appreciation of business processes

Experience in large transformation programs involving multiple MCOs

Business acumen on Supply Chain, Customer Development and Finance for understanding different trade-offs of actions which can help make better decisions on the integrated technology.

End to end knowledge of IT cost components to enable deep activity cost reviews

Management/Interpersonal skills

Ability to work with multiple cultures, both within team and stakeholders

Ability to think strategically & be comfortable working in a fast-paced environment

Strong consultation, interpersonal and influencing skills.

Ability to manage multiple complex tasks

Excellent communication skills

Good domain knowledge to be able to work with Platform Directors, and global Stakeholders to ensure alignment within and outside Unilever IT organizations.

Key interfaces

Director Integrated Design and Delivery iOPS

IT and I&A Platform Directors

Process Excellence Directors & VPs

iOPS PMOs

Technology Suppliers

iOPS Operation Partners: Capgemini and Genpact

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!