

JOB TITLE: Manager - Delivery Lead (Hyper Automation)

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:

Delivery Lead is a key position for engaging with different Platform Services, Geo IT, and Cluster/Functional business stakeholders through the lifecycle of project implementation/project delivery. Working closely with the vendor partners, ensuring project timelines are met, Unilever standards are followed, Design standards are adhered, Deliverables are transitioned to BAU etc.

To setup and deliver project under Hyper Automation area including delivery of projects in technical landscape using ML, AI, RPA, Power Platform, OCR and related technologies.

The workstream includes (but not limited to)

Working closely with multiple stakeholders – business, delivery and support vendor partners, technical teams – for delivery of different types of projects

Ownership of on-time and on-budget execution & delivery for key projects and programmes

Maintain overall budget for different functions across multiple geographies

Provide technical consultancy to business partners in driving clarity of business requirements, assess and evaluate the right fit integration solution, high-level design, cost and time estimates to facilitate the production of high-quality charters

Manage multiple medium to large sized projects across different functions

Take responsibility during feasibility and capability phases for the translation of business requirements into a functional and technical specifications and management of these into application development

Smooth handover to Operations team for BAU support

KEY ACCOUNTABILITIES:

The role covers the following areas of activities:

Project Delivery related activities:

Define & Deliver Hyper Automation solutions using multiple technologies from areas like AI, ML, Integration, RPA, Power Platform, OCR, etc.

Providing Technical Consultancy to Business Partners (BPs) in clarifying business requirements, developing appropriate high-level designs/interface patterns, costs and time estimates for the production of high-quality project Charters for the Hyper Automation initiatives.

Non-project related activities:

In addition to the scope set out above, the delivery lead will be expected to:

- Develop a good understanding of future technology and architecture directions, including the opportunities for new functionality and reduced TCO created by these
- Developing and driving knowledge of end-to-end business processes and their likely evolution
- Generating and driving ideas for continuous improvement, simplification and reduced TCO in the existing system landscape
- Working with product vendors to identify product gaps and co-innovate on new features and bug fixes for integration platform
- Developing relationships, with key stakeholders in the BP, Service, Key business owners, with strategic suppliers and 3rd party IT service providers to help both drive and share the knowledge base.
- Mentor & coach team members & direct reportees.

KEY REQUIREMENTS:

- A bachelor's degree in engineering, computer science, information security, or information systems and MBA degree from a Tier 1 college
- Previous IT work experience of 8+ years with hands on experience in operations
- Experience with program leadership, governance and change enablement.
- Understanding of wide areas of IT practice and applications
- Ability to take initiatives, high on Growth Mind-set and Bias for Action.
- Organizes, manages, and leads the team that is responsible for achieving the project objectives.

Key Skills:

- Working experience with any one or more of the following Automation/integration applications – Aera, Blue Prism, Boomi, SAP-PI, SAP- BODS, Mulesoft, Solace UIPath, Power Platform
- Communication/Negotiation: Teamwork and Guide other professionals. Adapt communications and approaches to conclude negotiations with various partners, resulting in common agreements.
- Problem Solving: Analyze complex/new situations, anticipate potential problems and future trends, assess opportunities, impacts, and risks. Develop and implement solutions.
- Contribution/Leadership: Leads multi-functional teams, or conducts special projects etc
- Impact on Business/Scope: Accountable for projects or programs involving multi- functional, country-wide, or regional teams. Responsible for overall functional program success. Activities are subject to business measurements, impact customer satisfaction, and impact functional, business unit, or country costs or expenses.
- Good influencing styles and networking ability
- Ability to work effectively in complex matrix organisations involving outsourced operations
- Strong technical consultancy skills and good business awareness to drive business process improvement
- Ability to understand and apply new technologies/applications to deliver effective IT solutions
- Working Knowledge of application development methodology, techniques and standards
- Project management and delivery processes
- Familiarity with ITIL, DevOps frameworks
- Proactiveness, strong growth mindset, continuously looking for opportunities

Desirable

- Background in one or more automation technologies – RPA, OCR, AI/ML, Power Platform, Analytics, etc

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!