

Job Title : Manager - Digital Controls
Work 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.

BUSINESS CONTEXT

Unilever is a business founded in 1890s with a strong belief in social purpose, and our unique heritage still shapes the way we do business today.

We are one of the world's leading consumer goods companies, making and selling around 400 brands in more than 190 countries. Unilever has € 60.1 billion turnover in 2022 with 59% in emerging markets. Over 3.4 billion people use our products every day to feel good, stay healthy and make their lives easier. That's about a third of the global population choosing from household names such as Lipton, Knorr, Dove and Hellmann's, and local brands like Bango in Indonesia and Suave in the US.

Unilever's Purpose is to make sustainable living commonplace, and this is underpinned by The Unilever Compass: Purpose-Led, Future-Fit is our new, single growth strategy based on three beliefs; Brands with purpose grow, Companies with purpose last, People with purpose thrive. Our vision is to be the global leader in sustainable business. We will demonstrate how our purpose-led, future-fit business model drives superior performance, consistently delivering financial results in the top third of our industry.

Our sustainable living brands are inspiring people because they do good for society, environment, and contribute to the UN Sustainable Development Goals. Our sustainable living brands grew 46% faster than our other brands and accounted for 70% of total growth.

Unilever Operations (UniOps) is a global organization focussed on simplifying and digitizing Unilever's operations for unlocking growth and creating value by making our processes and systems simpler, integrated and easier to work with. We are redesigning and digitally rewiring our operations to enable Unilever to grow profitably and sustainably in the future. We also want to transform the experience of working at and doing business with Unilever – making it easy, user friendly and more like the one click world. We are fully digitizing to transform the way information and insights flow across the business and functions.

This means freeing our people's time and talents to focus on growth; thus, unlocking capacity and delivering Fuel for growth by increasing people's ability to focus on customers and consumers through delivering a truly Future Fit Operations across our multi stakeholder model.

Within UniOps, The One Tech organization is the digital heartbeat of Unilever. One Tech provides secure,

resilient and highly efficient services for all Business Groups, the technologies that enable Unilever experiences, and the infrastructure and platform ecosystem on which Unilever's entire operations depend. One Tech delivers value to Unilever by driving efficiencies, ensuring superior experiences, and providing new capabilities to fuel growth.

PURPOSE OF THE ROLE :-

Technology Governance is part of the One Tech Organization responsible for standardisation, centralisation, and automation of controls to ensure a proportionate risk-based approach to controls across Technology, Cyber and Data. Tech Governance Team works on streamline Unilever's control environment, making IT controls stronger and more effective, whilst supporting business efficiency.

The role as part of the Technology Governance functions will be accountable to land, activate, automate and elevate understanding of SOX (Access & IT) Controls in UniOps IT functions and be responsible to design and deliver robust mechanism to achieve Control Compliances.

From an IT control operations standpoint, this role will be key to deliver and drive the overall IT access and general controls agenda for Unilever. This role is also responsible for coordination of testing and audit planning, to ensure timely completion of SOX testing and reporting to Group Chief Accountant Department (GCAD).

MAIN ACCOUNTABILITIES

Manager – Digital Controls role is to ensure that Tech Governance acts as a catalyst in improving Unilever's IT Controls health. This role is a key leadership role in the Unilever Controls Environment, with a standing participation in IT Controls Improvement Meetings, Controls Framework Review Meetings, and Audit Management, Director Connects. Manager-Digital Control plays a key role in partnering controls agenda in Unilever and proposing and creating capabilities to manage IT controls across Unilever in all Key Financial Application Systems.

Manager- Digital Controls has the following key accountabilities:
Specific deliverables of this role include but are not limited to:

Integrated Controls Framework Implementations & Support

Play a leadership role on IT Controls design and delivery across all KFAS. Aid and guide the organization in designing ICF through exhaustive risk assessment.

Manage IT controls environment in Unilever, in an efficient, effective and automated manner to aid robust risk management.

Bring in technical expertise to optimize the IT controls operations and automations across the board.

Outside-in view of Infrastructure operations and control deployments across Unix, Windows, SQL, HANA, DB2, Oracle, etc

Work closely with IT Applications Directors, and Information Security teams to manage risks in Unilever in an aligned manner.

Perform the role of subject matter specialist including the ability to provide in-depth support to internal/external project team members.

Drive compliance through change management and digitization.

Innovation & Automation for all IT general controls processes in line with global change & release management team.

Handle all key stakeholders of various service lines and be the face of IT controls SPOC in Unilever.

Collaborate with GCAD and KFA IT Platform teams to improve the control environment of Unilever.

Audit Management

Handle internal and external Sox audits for IT controls – should be a SPOC for all audits in this space.

Provide the updates to the leadership team of Unilever for audit engagements and the status.

Ensure the remediation plans and actions for all the audit CDRs raised. Play the role of Primary contact for all audit related activities to Unilever teams and Auditors for all KFAS systems of Unilever.

Actively participate and provide inputs based on insights coming in of year assessments to GCAD for Audit

t Committee papers and notes.

Matrix management of people, processes and resources including third parties – including resolving conflict to move forward to resolution.

Drive Monthly Governance with KFAS IT owners and Control Operations team to discuss Audit readiness, monthly assessment, control compliance and audit recommendations.

Skills/ Experience:

The role holder should have experience across business process' and a passion for controls. They should have and should be able to demonstrate:

Sound technical knowledge – SAP processes, IDAM, Infrastructure (Windows, Unix/AIX, SQL, Oracle, DB 2)

Strong working knowledge on Risks and Controls across various streams – Access, IT, prevent controls, detect controls.

Creative thinking and ability to connect dots.

Should be able to design controls and implement control change management across various teams.

Should understand Cloud controls, SSAE16/SOC report review and assessments.

Bring outside-in view for relevant context in controls.

Exposure of Agile project management and should be able to work in fast paced culture.

Experience of working in Global environment and teams

Self-starter, motivator and quick learner, good team player

Rigorous Approach/Attention to Detail

Strong communication and interpersonal skills to build effective relationships with stakeholders – controllers, central teams etc.

Should be able to navigate through difficult scenarios with transparency and persona credibility, by bringing forth personal mastery, and sense of service for the larger purpose of Unilever control health environment.

Experience and awareness of working in a global role, demonstrate awareness and empathy to our many cultures and social needs.

Ability to influence senior stake holders and cross functional teams to drive agenda.

Experience in managing 3rd party outsourced vendors.

Should have a passion for Controls, Risk assessments, and demonstrate curiosity and agility as key standards of leadership.

Customer and service centric mind set, placing the user at the heart of the solution.

Ability to work under pressure and in ambiguous situation.

Direct Reports

~2/3 third party service providers

Key Interfaces

Global Chief Accountant's Department (GCAD)

SOX Auditors - KPMG

Corporate Audit

IT and Business Owners

IT Directors and VPs

Info security Teams

Other service line teams for IT controls improvements

Critical success Factors for the Job

Competencies

Analytics and controls mind set.

Organizational Awareness.

Strong communication and interpersonal skills.

Experience and awareness of working in a global role.

Ability to lead large teams, assume peer leadership and influence key/senior stakeholders.

Ability to set and deliver on large change agenda.

Ability to influence constructively.
A strong customer and service centric mindset.
Ability to work under pressure and at times in ambiguous situations.

Professional Qualification / Experience

BE/BTech or equivalent

Certified CISA/CISP or SOX equivalent certifications

Cloud certifications/ user access management/audit know-how preferred.

Experience of landing major projects

Has the necessary experience and cultural awareness to work with a geographically, culturally diverse and global team.

DESIRABLE:

Controllershship role experience

Technology understanding – ITSM, Control Tools and Tech, Windows, Unix, Oracle, DB2, etc