

Job Title: Manager, Process Controls  
Location: Bengaluru

#### 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 the global company with the purpose to make sustainable living commonplace, building powerhouse brands such as Lifebuoy, Dove, Persil, Flora, and PG Tips. 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.

UniOps is a global organization delivering technology and enterprise-wide solutions in Unilever. Within UniOps, Commercial Experience (ComEx) provides finance and supply services across Unilever such as Record to Report (R2R), Source to Pay (S2P), Supply Chain Finance Services (SCFS) and Control Service Centre (CSC), Zero Based Budgeting (ZBB) and Treasury, Parent & Holding Controls (TRC)

#### Main Purpose of the Job

GCSC has 3 broad pillars 1) Access Control 2) GFCF Monitoring & Reporting; and 3) SOX.

This role is part of the GFCF M&R pillar which draws its mandate from Global Financial Controls Framework (GFCF) applicable to all countries and units in Unilever, and drive stewardship for all process controls therein (manual as well as automated). It provides central monitoring and reporting for financial controls in Unilever. It reports control health indicators (CHI) on 90+ countries, across four global processes – Order to Cash, Procure to Pay, Record to Report and Make to Deliver. GCSC is a one of a kind capability created in Unilever, which has been emulated by other companies. It has evolved over last few years as a best in class, futuristic, real time financial controls monitoring capability.

GFCF M&R publishes reports from SAP, for each financial control to monitor how the countries/units are performing. Exceptions are identified and analysed. Monthly governance is run with the country Finance Controllers, and action plans obtained for remediation. Rigorous follow up is made to ensure action plans are completed in time, and control exceptions are brought down.

Overall team is divided into a process and country matrix. This role is responsible for one of the processes (RTR/STP/OTC/MTD), and front face as GCSC Service Delivery Manager for select market clusters of Unilever. Also, responsible for publishing automated controls compliance for the respective processes.

This role reports into Director, CSC – Process Controls.

#### Main Accountabilities

Specific deliverables of this role include, but are not limited, to deliver:

Controls monitoring and reporting for Process controls

Analysis of control health reports and control analytics results to identify significant patterns, trends, outliers, anomalies and highlight as part of key insights

Running Control Health Meetings with Controllers and VP every month/quarter

Monthly publish of Control Health Indicator reports to the countries & market clusters assigned

Analysis of key control themes in the process and perform root cause of control deficiencies to drive awareness and identify structural solutions with guidance from Managers

Liaise and manage 3rd party service providers (Capgemini, IBM, etc.) to ensure timely reporting

Active contribution to develop digital agenda in controls monitoring

Explore and pursue automation opportunities in the current model of control monitoring & reporting

Identify & support development and go-live of new reports enhancing the robustness of controls environment. Interacting with multiple stake holders like Group Chief Accountant Department (GCAD), Process Excellence and third-party service provider teams

Design and delivery of new age solutions around control analytics, anomaly detection and early warning signals

Drive best in class Service Delivery for assigned Regions & process

Manage effective service delivery on controls reporting and monitoring for the clusters, creating exceptional user experience in stakeholder community

Establishing connect with Controllers team to deep dive into reports, provide insights, leverage UniOps network to propose structural solutions for business challenges and drive accountability

Manage the team executing Small & Medium Business Review for selected countries:

Engage with leadership team to focus on small countries engagement and delivery model

Generate insights and actions from continuous controls monitoring and population analysis leveraging Control Analytics Tool

Drive control deficiency remediation with Control Owners

Monthly reporting of outliers and actions to Country Controllers and Regional VPs

Identify areas for further support such as training, control exemptions etc.

Direct Reports

2 WL 2

2 WL1

Key Interfaces

Group Chief Accountant Department

Country Finance Controllers/Teams

Process Owners

Control Owners

Operating Centres

IT teams

Critical success Factors for the Job

Key Skills

Strong knowledge of business processes (RTR/STP/OTC/MTD)

Analytics & controls mindset

Strong business acumen

Effective communication and interpersonal skills

Customer and service centricity

Solution oriented

Ability to work under pressure.

Analytical skills

Leadership and stakeholder management skills:

Ability to lead teams and deliver key agenda.

Ability to influence senior stakeholders and cross functional teams to drive agenda.

Experience in managing 3rd party outsourced vendors.

Ability to work in a dynamic organization and manage / balance multiple priorities and diverse projects concurrently.

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

### Relevant Experience

CA/MBA with 12-14 years of Finance & Controllershship experience in global organization in similar industry , GCC, Global Captives/ Delivery Organization, Big4

Strong experience in control assurance, accounting/ finance role, internal audit, project management, process excellence

Experience and cultural awareness to work with a geographically, culturally diverse and global team.

### DESIRABLE:

Business Partnering role experience.

Technology understanding SAP, GRC Hana

Analytical and Visualization tools like Power BI, Tableau, ACL, SQL

### Leadership Behaviors

Inner Game: Demonstrate Agility (constantly curious and courageous) while striving for Personal Mastery

Outer Game: Demonstrate Business Acumen and Passion for High Performance

### Others