

Job Title: Data BAU Assistant Manager - Data & Analytics
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.

Context:

For Unilever to remain competitive in the future, the business needs to continue the path to become data intelligent. The Data & Insights team will persevere to make Unilever Data Intelligent; powering key decisions with data, insights, advanced analytics and AI.

Our vision is to make Unilever data intelligent, partnering with the business to power key decisions with data, advanced analytics and AI to accelerate growth.

Our 5 strategies to achieve this are:

Accelerate & simplify access to relevant data, information and insights

Build in-house, leading-edge data, information, insights & analytics capability

Lead the data & insights culture and careers to empower employees across

Unilever

Rapidly embed analytics products, solutions and services to drive growth

Advance Information Automation at Scale

Main Purpose of the job:

To drive growth in a post COVID world, Unilever F&R has launched project "UFS Digital Selling" to primarily focus on strengthening the "Digital selling & service" pillar.

The ambition is to replace non-integrated data environments by an integrated data platform which will seamlessly connect with all digital systems (CRM, eRTM, Marketo) of our go to markets (GTM) operations. This will mean data will be seamlessly flowing through different customer's touch points such as social media, webpages, apps, newsletters, sales systems (UL or 3rd parties), etc routed via data platform. This will result in an end-to-end integrated customer experience.

Having an integrated data ecosystem will also make us data intelligent. Various data science modelling and exploration can be done to identify hotspots and recommendations which can further be pushed into our digital marketing systems for creating new business opportunities.

Key Accountabilities:

Accountable for delivering data foundation for products.

Owns the data delivery timelines in the overall product build plan.

Ensures readiness of data and flags risks to product leadership team as required.
Defines the scope of data remediation activities and activates necessary resources for on time completion.
Oversees and directs aspects of work relating to a Project ending and the outcomes being implemented into BAU.
Records and documents change to ongoing BAU processes, policies and procedures arising from Project work.
Leads the data governance for product related data and activates it by working with broader data COE organization.
Creating an ongoing process and schedule for the destruction of data in line with the data retention periods outlined in existing policies.
Investigate Production problems/requests and suggest/ recommend resolutions.
Assist in assessing the impact and/or effort required to do a problem fix or enhancement.
Change Control - Ensure change management is handled as per the established Change Control procedure.
Support - Ensure the procedures are followed when working on user support problems including use of the Service Now system for problem ticket management.
Ensuring IT governance, standards, procedures, and regulations are adhered to at all times.
Supporting the Service Delivery Manager with guidance on responding to subject access requests, and co-ordinating any other access requests from stakeholders other than service users.
Builds and owns a data support model post product go live. This role acts as an escalation point for data related issues.
Owns the product data model and ensures maximum standardization across similar markets.
Own products developed in BAU and work with the Market teams to ensure DevOps requests are appropriately managed, budgeted and delivered.

Experience, Skill sets and Qualifications required:

M.B.A. or Post graduation in a relevant field (Business Analytics, Operations Research)

Overall experience of 5-7 years preferred.

Strong track record of working with senior Management to drive definition, alignment, and support for application data to address complex business issues.

Working knowledge of Azure data lake related technologies

Basic Appreciation of data modelling and architecture

Ability to drive multiple internal and external stakeholder connects while holding relevant teams accountable for commitments.

Product design thinking experience to be able to translate the business requirements into a D&A product which leverages from Data & Technology to help deliver the business strategy.

Exposure to creating & landing business change management.

Ability to communicate complex quantitative insights in a precise and actionable manner.

Ability to manage multiple products at different stages of data lifecycle.

Understanding of data landscape & data management principles, Project mgmt. skills and ability to synchronize the planning & delivery of the D&A product with the delivery of the business strategy.

Ability to manage multiple requests and priorities simultaneously in a highly VUCA and competitive market Agile mindset and ability to plan the D&A product roadmap via consecutive releases which align with key business needs.

Leadership Skills

Demonstrates strong "Inner game":

Personal drive and ability to inspire and engage others towards action.

Personal mastery -emotionally resilient; always bringing the best of themselves.

Agile - intellectually curious, constantly looking to develop, embraces change with sense of urgency and enjoys positively challenging status quo.

Demonstrates great "Outer game":

Credible business acumen - shows understanding of business, commercials, and

performance metrics. Has gravitas to effectively influence senior stakeholder within a functional and business context.

Encourages experimentation, bringing the outside in, and intelligent risk taking.

Passion for high performance – creating motivation and focus to drive execution at speed.