

## ROLE PROFILE

**Job Position: JDA Warehouse IT  
SME**

**WL: 2A**

**Scope: Global**

**Function: Global IT Innovation (Deliver)**

**Reports to: Lead IT Manager – Warehousing**

**Location: Bangalore**

Warehousing is a key Supply Chain process and comprises critical steps of Warehousing of Finished Goods and Raw Material and Packaging Materials.

In that space, the Warehouse SME is responsible for solution design, templating solution for rollouts, ensuring adherence to solution design by vendor partner and serve as design authority to validate, gate and approve deviations to solution design apart from the core responsibility of collaborating with vendor partners to deliver continuous improvements for business as usual service line.

The scope of this position includes ensuring solving business problems in Warehousing space by leveraging capabilities in AI, ML, Analytics and BlueYonder/JDA WMS Techno Functional / Functional skills.

The person will also collaborate with business for new solution requests and with innovation/project teams to ensure solution meets the required design standards and compliance to high design quality, adherent to business needs, aligned to all global guidelines, introduced in a timely, affordable and sustainable manner, at acceptable risk to ongoing operations and consistent with long-term plans for the evolution of our key landscapes.

#### **Accountabilities and responsibilities:**

- Design and solution governance for IT projects in the Warehousing area (specific focus on BY WMS as core technology), from Feasibility phase to completion. Support the respective Innovation managers in:
  - o Business case preparation, value discovery and proposition with business stakeholders
  - o Ensuring high quality performant design and solutioning
  - o Collaborate with product vendor such as Blue Yonder and influence their solution roadmap with features that are of high importance and relevance to Unilever needs
- Ability to drive savings and efficiency in warehousing by leveraging new solution roadmap on BY
- Undertake resilience and continuous improvement projects / Upgrades to Keep Environment Current
- Help build and retain capability and build teams (internally and within partner ecosystem) to deliver the functional IT Roadmap
- Collaborate with partner ecosystem of product vendors and system integrators in a global delivery model

#### **The specific areas of focus and responsibility for this role are:**

##### Business Processes:

- Warehouse functions like picking, packing, loading of Finished Goods in Sourcing Units and DCs
- Integrating with Transport Management System (Oracle TMS)
- Yard Management

##### Main Associated Technologies / Applications (current view):

- BY WMS (Techno Functional / Functional skills)
- Kaleris YMS (Functional skills)
- Cloud Technologies Azure
- Physical Automation Integration
- Analytics

## **Business Context and Main Purpose of the Job**

### **Main Accountabilities**

- Roadmap & Strategy
  - Collaborate with Geography IT / Business to execute the WMS Roadmap for clusters and ensure adoption of global Tools
  - Collaborate with Geo IT / Business to execute the Yard Management Roadmap for clusters and ensure adoption of global Tools
  - Collaborate with Enterprise Architecture for white space technology evaluation and selection
  - Collaborate with key stakeholders to execute WMS strategy
  
- Project Delivery
  - Collaborate with stakeholders to prepare business cases for WMS / YMS/ Digital Solutions implementation in the Warehousing space
  - Work with key stakeholders to establish, sustain and improve governance process for Innovation to ensure high quality solution design
  - Leverage Digital Solutions like AI/ ML / RPA to deliver solutions for business problems for warehouses.

Critical success Factors for the Job	
IT Stakeholders	Key Interfaces
<ul style="list-style-type: none"> <li>• IT Innovation Managers</li> <li>• IT Application Support Manager</li> </ul>	<ul style="list-style-type: none"> <li>• Warehouse Stakeholders across clusters</li> <li>• Logistics excellence &amp; Logistics Engineering Teams</li> <li>• Other Enterprise Technology &amp; Solutions Teams               <ul style="list-style-type: none"> <li>○ Core SAP Platforms &amp; Integration</li> <li>○ Geography IT Team</li> <li>○ Supply Chain Services</li> <li>○ Enterprise Architects</li> </ul> </li> <li>• Strategic IT Suppliers including Product Suppliers and services suppliers</li> </ul>
KPIs	Relevant Experience

- Solution Design
  - on time
  - in budget
  - Business KPIs delivered
- Business as Usual
  - 99.95 % Composite Uptime
  - Go Green SLAs
  - Customer Satisfaction
- Keep Environment Current / Upgrades
  - Maintain current application, OS, DB versions
  - DR Test conducted as per targets

- Proven experience in designing and architecting solution templates with fit to standard approach and faster deployment strategy in Warehousing module.
- Proven experience in governance and management of templated solution design in BY WMS
- Proven experience in continuous improvement initiatives and performant design of the application (BY WMS)
- Appreciation of IT systems landscapes and impact of architecture decisions on quality and delivery
- Good financial awareness and understanding of TCO models
- Good knowledge of Supply Chain area and IT solutions in area of responsibility (ideally with experience of having managed the relevant business process)
- Experience in the Application Development Life Cycle
- Experience in the managing Third Party IT Suppliers
- Experience of managing applications on Cloud
- Experience in managing budget

## Leadership Behaviours

Should "meet expectations" on the Standards of Leadership behaviours relevant to the WL of this job. Description SOL behaviours:

### Growth Mindset

- Defines and deploys globally aligned strategies, driving competitive advantage
- Urges people to make use of global economies of scale, and best practices in terms of processes and IT design, to win local battles
- Aligns plans, SLA priorities, KPIs and partner resource allocations across regions and organisational boundaries
- Role models behaviour aligned with the one-Unilever operating framework, and urges others to do the same
- Puts broader Unilever goals before local or narrow interests
- Champions great ideas regardless of origin, rejecting the 'not invented here' orientation

### Consumer & Customer Focus

- Good understanding of customer priorities
- Good understanding of customer operations and pain points

### Bias for Action

- Creates an environment that encourages teams to take managed risks and use mistakes as opportunities for learning
- Drives continuous improvement, work simplification, and the elimination of non-value-added work
- Makes timely decisions, balancing analysis with decisiveness
- Moves to action once a decision has been made and ensures unnecessary debate is avoided
- Spots and acts on opportunities to improve business performance in line with Unilever's strategic plans

### Accountability & Responsibility

- Drives organizational accountability for delivering on goals, managing consequences for people who do not deliver
- Does what they have said they will do, consistently delivering on commitments
- Establishes an environment of uncompromising ethics and integrity
- Confronts organizational issues and makes difficult choices
- Orchestrates change initiatives that drive tangible Unilever success
- Encourages resilience and resourcefulness in the face of obstacles, adversity and/or major change

### Build talent & teams

Builds an engaging and realistic vision of our future

- Celebrates team and organizational success, helping to create a winning mindset
- Builds – and encourages others to build - Unilever networks and relationships, enhancing collaboration and integration across boundaries
- Promotes and makes use of contributions from people with diverse ideas, perspectives, and backgrounds
- Presents a united front by actively championing team decisions throughout the organization
- Ensures that individual and team behavioural issues are openly addressed
- Shapes roles and responsibilities to support Unilever's priorities
- Promotes development of people with different backgrounds, gender and viewpoints
- Provides feedback, mentoring, and guidance to nurture people and talent
- Inspires and challenges others to stretch beyond what they think they can do
- Uses effective people management practices to motivate talents

## Skill Profile

N/A : Not Applicable    BA: Basic Appreciation    WK: Working Knowledge    FO: Fully Operational    LE: Leading Edge

IT Skills as defined in the IT Skills Dictionary		Level					Comments
		N/A	BA	WK	FO	LE	
1	Stakeholder Relationship Management				X		
2	Business Analysis				X		
3	Business Process Improvement				X		
4	Business Proposals			X			

5	Consultancy				X		
6	Project Management			X			
7	Business Continuity Planning			X			
8	Customer Services Techniques			X			
9	Product Evaluation & Selection					X	
10	Risk Management			X			
11	Programme Management			X			
12	Contract Negotiation			X			
13							
General Skills		Level					Comments
		N/A	BA	WK	FO	LE	
1	BPC and financial forecasting knowledge		X				
2	General Unilever and cross functional knowledge			X			
3	Business & Financial acumen			X			
4	Interpersonal skills				X		
5	Problem solving and decision making				X		
6	Project and programme management				X		
7	People management and coaching				X		
8	Working with and leading diverse teams			X			

Select only the skills that are relevant for this job and mark with an "X" the required level for each one of them.

Compass Non-Negotiables		Level					Comments
		N/A	BA	WK	FO	LE	
1	Deliver superior products, design, branding and marketing						
2	Bigger, better, faster innovation						
3	Appeal to more consumers across needs and price point						
4	Lead market development						
5	Win with winning customers						
6	Be an execution powerhouse						
7	Lean, responsive and consumer led value chain			X			
8	Drive return on brand support						
9	Agile, cost competitive organisation						
10	Organisation and diverse talent pipeline						
11	Performance culture which respects our values				X		
12	Leverage operating framework for competitive advantage			X			

Select only the Compass Non-Negotiables that are relevant for this job and mark with an "X" the required level for each one of them.

### Others

#### Additional accountabilities:-

- Ability to inspire confidence in delivery
- Excellent understanding of IT applications (or information) technology and project delivery processes
- Awareness of Financial and Managements reporting processes
- Effectively estimates costs, timescales and resource requirements for the successful delivery of the project(s) to agreed terms of reference.
- Ability to work effectively in complex matrix organisations involving outsourced operations
- Flexible and responsive to changing business and market conditions

**Date of last Update (month/ year) :**