

Job Title: IT Product Owner - Cash and Credit Management
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.

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!

Background

iOps puts customers at the heart of our business operations so we win with customers in the marketplace.

We are removing complexity, integrating our processes, and delivering the data, insights, and technology we need to create a great customer experience, while the world moves into the digital era.

Simplifying operational tasks frees our time and resources to unlock growth for Unilever and more value for our customers and our partners.

Main purpose of job:

The delivery of IT agenda for Integrated operations is dependent on multiple IT platforms and Global Order to Cash is one of those.

The platform delivers strategic and global IT solutions for end-to-end Bill to Cash cycle aligned to the iOps ways of working. Some of these solutions pertain to High Radius and Pega and SAP FI and SD.

Aligned to the iOps roadmap, we are delivering these solutions across markets globally and the scale of our operations plus user base is expanding with each business go live.

High Radius and Pega are Global strategic tool to engagement and a key enabler for business process orchestration for cash management, credit management and claims management. The agenda clearly in this space is to deliver cost effective and tightly integrated solutions for managing end to end business operations using High radius and Pega as the technology platform

The purpose of this role primarily is to focus on credit and cash management area and design light weight, integrated and high impact solutions that can be cost effective at one end to make the business cases viable and scalable plus maintainable at the other end to keep our run costs in control and also adding to the technical and financial sustainability of these solutions.

Key accountabilities:

Efficient Solution Designing:

- Applying subject expertise in evaluating business operations and processes for credit and cash management.
- End-to-end product owner mindset to create product with customer experience which can be reusable, maintainable across Unilever countries
- Identifying areas where technical solutions would improve business performance also determining whether technical solutions meet defined requirements.

- The role will capture end to end business requirements, analyse and feedback the business process requirements to the relevant functional teams, process owners and project stakeholders in alignment with the standardization strategy
- Advanced ability to recommend and implement technical solutions for cross-functional projects.
- Knowledge of systems and software engineering to optimally integrate subject expertise in software solution designs.

Solution Delivery Governance:

- Providing subject expertise and guidance to IT developers during the software development life cycle.
- Overseeing the development, testing, and implementation of technical solutions.
- Help and support the Process Owner in completing and delivering efficiently all project activities (PGLS, Operational Guide & Support, Value realization) and milestones, in alignment with project plans and deliverables, to ensure readiness of the business and successful go lives.
- Primarily identify if any risks or issues identified during delivering the project; mitigate associated risks and escalate to the Process Owner and relevant stakeholders when applicable

Process simplification/Innovation:

- Solution evaluation to deliver the business requirements as well harmonize with Unilever IT strategic road map in global scale
- The role must influence all business partners to achieve standardization of the solution for Credit and Cash Management considering the benefit from a global template approach.

Experience and qualifications required:

- At least 4+ years of experience working on product management, solution design, Solution evaluation, process simplification
- Bachelor's in engineering + Masters/MBA
- Experience building and managing complex process design
- Ability to work with multiple cultures, both within team and stakeholders
- Good domain knowledge to be able to work with Platform Directors, and global Stakeholders to ensure alignment within and outside Unilever IT organizations.
- Conversant with budgeting practices & governance
- End to end knowledge of Order to Cash processes for large organizations – Optional
- Knowledge on SAP FI and SD – Good to have; high radius & Pega – Optional

Key interfaces

- Counterparts in various IT platforms like ERP, Integration, Customer Development, Supply Chain etc
- Business stakeholders across globe
- Process Excellence
- Suppliers