Job Title: Leader - Quality Management Office
Location: Bangalore, India

About UniOps

Unilever Operations - or 'UniOps' - plays a vital role in powering Unilever's business operations. UniOps is purpose-led and serves three parts:

1. To make sure the business can RUN

Bringing together our technology and business services capabilities - including operations, technology, data, and analytics – UniOps enables our company to run every day.

2. To help POWER the business

Three fuels power our company: data, knowledge, and cash. UniOps manages the processes and systems which allow them to flow around the business.

3. To enable the business to GROW

By continuously reducing complexity, eliminating duplication, and maximizing impact, UniOps helpss business to increase their focus on what they do best: developing and delivering brands and products that consumers love to unlock business growth.

Background

To achieve UniOps' ambition of a future-fit IT organization and to uplift quality of our products and services, UniOps is keen to establish a Quality Management Office (QMO) that would support business priorities to deliver first time right and enable faster delivery of technology solutions. Therefore, it is needed to establish a centralized testing that would increase test coverage, augment scope of testing, and enable standardized ways of working.

Job Description

You would have the opportunity to establish a QMO and lead a team to provide centralized testing to UniOps technology landscape – supporting all programs by defining and leading test strategy, approach, and execution. In this role, you would provide inputs for developing budgets and ensure leadership to test teams on best practices, mentoring and supporting development of team members with training and growth plans.

Key Responsibilities

- Own and deliver the UniOps Quality agenda across the IT service lines and platforms
- Collaborate with Business and cross functional IT teams to ensure the quality goals are integrated into all aspects of Unilever operations
- Drive optimization of testing practices – leveraging industry leading tools and various automation solutions
- Identify and mitigate risks related to quality and implement strategies to continuously improve quality of IT services and products
- Implement new opportunities for improvement of quality and testing strategies
- Oversee the quality management systems and ensuring compliance with relevant standards and regulations

- Manage and maintain strategic relationships with external partners and vendors; and ensure the service delivery standards are met
- Implement agile work culture driven by curiosity and courage across the global team
- Build a purpose culture to motivate and retain key talent
- Develop and magnify the power of people & potential and build team & talent

Experience and Qualifications Required

- Have an IT work experience of 16+ years and a minimum of 3 years running a complex internal Quality management organization
- Possess a process-oriented mindset and high degree of familiarity with modern test technologies and tools. Must have experience in leading test automation initiatives
- Ability to contribute and direct at all levels of testing including unit, functional, automation, performance, and scalability testing; be able to step in and provide leadership in test design and implementation
- Proven track record of driving transformation across an IT Development function, both in terms of people and culture and innovation (e.g., automation)
- Strong organizational skills and familiarity with agile IT methodologies
- Proven governance track record across a complex stakeholder landscape, with a demonstrated ability to drive improvement in maturity over time
- Have strong collaborative skills and ability to work efficiently with senior leadership

UniOps

Capability. Technology. Experience.