

Job Title: IT SME Manager – Order to Cash  
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.

#### 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 Order to Cash cycle aligned to the iOps ways of working. Some of these solutions are Omprompt, Pega, High Radius & S4 HANA AATP.

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.

To ensure that we are able to scale in a sustainable manner without causing any disruption to iOps roadmap, stability of technology platforms and IT operations needs to be considered as a key priority for the platform.

Most of the practices / processes needed to ensure the above are either initiated fresh and some might be yet to be initiated. All the O2C technologies being in nascent stage, it's also important to understand the purpose of each and every IT practice needed as part of the portfolio.

This Role primarily is to guide and support the development of technical solutions for our business. As a Subject Matter Expert, the duties will include evaluating organizational needs and recommending suitable technical solutions.

#### Key accountabilities:

##### Efficient Solution Designing:

Applying subject expertise in evaluating business operations and processes.

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 O2C Process Owner in completing and delivering efficiently all O2C specific activities (PGLS, Operational Guide & Support) 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:

Being involved in O2C related initiative impacting to the new Operating Models.

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 O2C considering the benefit from a global template approach.

Experience and qualifications required:

Overall 10+ years of experience in IT of which 5+ years of experience working on solution design, Solution evaluation, process simplification

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 2 Cash processes for large organizations

Key interfaces

Counterparts in various IT platforms like ERP, Integration, Customer Development, Supply Chain etc

Business stakeholders across globe

Process Excellence

Suppliers