

Job Title: Assistant Manager : ServiceNow Analyst
Location: Bangalore

MAIN JOB PURPOSE:

People with purpose thrive, is one of the big themes of Compass. Employee engagement and experience are focus areas for the company to enable that. The Employee Experience (HR Services, Workplace & Travel Services and Technology) and Operations Team under UniOps provides all the core EX services to all employees in all clusters.

In order to underpin the ongoing operation of the platform and maintain its strategic direction, Unilever have built and established an Employee Experience Technology Team (EETT) to run the platform on a day to day basis to develop and innovate the capabilities of ServiceNow.

As part of the EETT, a Customer Service Business Analyst is required to become a critical part of the team. The Customer Service Business Analyst will work closely with the ServiceNow platform community business areas and process owners (Security, Customer Service Portal, Performance Analytics, etc), to ensure that the full capability of the applications they are responsible for have been implemented to achieve maximum business value. This will also entail working with other business areas who may be able to exploit ServiceNow. They will coordinate meetings, document requirements, facilitate development efforts, etc.

The Customer Service Business Analyst will drive results and maximum value by staying on top of the Enhancements and Operations Agile Sprint boards, attending Operational and enhancement discussions to support process and service owners throughout the platform. The Customer Service Business Analyst will promote the ServiceNow capabilities in order to help identify new opportunities and manage the roadmap in a proactive way.

CORE ACCOUNTABILITIES:

- You'll manage activities related to required business outcomes via Stories, Sprints and Demands, ensuring quality and clear scope is available for the Development Engineers.
- You'll be working closely with stakeholders across several business areas and supplier partners to help deliver new and exciting solutions to support the business outcomes.
- You will work with the ServiceNow Lead Product Owner, ServiceNow platform team, Service Owner and Technical / Solution Architect to find the best solutions for the Unilever community
- You'll be developing, nurturing and working alongside a strong team that is growing and leading the services within the Business Operations of Unilever.
- You'll win over hearts and minds as your service is intrinsically linked to supporting our digital and cultural transformation.
- You'll support employees by challenging poor practices/the status quo, whilst building meaningful relationships allowing influence across internal and external customer groups.
- Identification of tasks to be fulfilled via UNA, IHD, SQM, Operational Hubs, In market roles and support project teams to develop, test, and implement where required.

Your work will allow employees to interact and collaborate with the UniOps and EX business areas in a consistent and intuitive fashion.

KEY REQUIREMENTS

- Whilst not essential, have knowledge of ServiceNow module(s)
- A good foundation of ITIL processes

- Knowledge of Agile methodologies/practices e.g. Scrums and Sprints and able to demonstrate the active practise and implementation of these techniques
- Strong communication skills
- Ability to inspire confidence in delivery and have a strong service focus
- Good networking and influencing skills
- Passionate and providing an excellent user experience
- Significant self-motivation and focus to achieve the objectives of the role
- Ability to work well with peers and demonstrate lateral influence