

JOB PROFILE

Position:
UNIOPS Technology Manager

Function:
Unilever Business Operations

Work Level: 2A

Reports To: Customer Experience Platform Sr Manager

Scope: Global

Location: Bangalore, India

Business Context

Customer Experience Platform is positioned as key IT partner for UNIOPS organization to deliver cutting-edge solutions to Customer Development and Marketing teams. Core processes as such Retail Execution (Rex) and Trade Promotions Management (TPM) are in the landscape of Customer Experience.

Customer Experience Platform partners with Salesforce and Accenture in such to influence the development roadmap of Retail Execution and TPM apps (called "CG Cloud") on the Salesforce technology for the consumer-packaged goods (CPG) industry. These apps are transforming the front office of our company, improving productivity and insights-led execution through a connected experience that leverages the holistic mobile, social and cloud benefits from Salesforce.

Trade Promotion Management (TPM) usage has a direct impact on Unilever's ability to optimally use its 11 billion Trade Promotion budgets in the various Business Groups/Units. As such global TO is impacted by the success of the solution, both during & post implementation, this requires a robustness in both the solution as well as delivery approach and a resilience in operations.

With the on-going of the Integrated Operations Programme, TPM, as a programme, will now fall under this remit and will be governed by the associated governance group. This has been badged as PROMOTION AS A SERVICE and the objectives are to:

- Liberate cost and time to drive growth with customers
- Improve reliability of service
- Enhance User Experience

There will be significant process transformation for a market to undertake to meet the objectives and align their organisations to the to-be operating model. The TPM tool will support this transformation and unlock business benefits by delivering an efficient, robust tool that will allow promotions to be created and maintained in an optimal way.

Main Purpose of the Job

In this context, we look for an ambitious candidate to play the UNIOPS Technology Manager role as the TPM Customer Experience Platform Solution Delivery Manager, working in strong partnership with Business Engagement Team to deliver one of the most challenging agendas in Unilever under IOPS program.

The role will be a face for technology team to ensure all technical players involved in the Solution are held to account and the market(s) receives their deliverables on time and in full. The Solution Delivery of the TPM require significant supplier management, coordination and alignment activities with Architecture organizations and other platforms, challenging technical assumptions and connecting the parties involved to resolve challenges/ issues and re-prioritisation based on strategy/ decisions taken.

Job Summary

- Manage the technical TPM solution and related technical activities
- Own the IT technical delivery plan for TPM
- Responsible for Vendor management (mainly Salesforce & Accenture), to align the strategy, plans, way of working to deliver the solution.
- Ensure there are no technology barriers to the complete adoption of Promotion as a Service initiatives in markets
- Support the Platform TPM Global Manager and TPM Directors in developing the IT vision and strategy for the TPM Programme.
- Accountable for overall delivery of EU aspect of projects on time, in full and on budget.
- Coordinate agreed change to TPM Solution with Business Engagement Team, Business Team and Accenture to deliver according to prioritization.
- Support the Product owner in the creation of the roadmap for innovation and upgrades.
- Support Business Engagement in creating a methodology for onboarding new markets without “heavy” touchpoints with the business.
- Accountable for the Global TPM Solution Landscape Integrity - i.e. standardization of architecture, design, and integration patterns
- Work in strong partnership with Customer Experience BAU DevOps team to ensure full alignment on plans and ways of working, both during the project implementation and post implementation.
- Work in strong partnership with Core Technology Team to ensure technical team follow the best practices recommended rules & procedures to deliver TPM in the technical platform.
- Responsible to coordinate the technical requirements for future enhancements of TPM solution, along with the vendor, BAU, other platforms.
- Responsible for defect management during User Acceptance Test and Post Go Live phases.
- Manage the Environment strategy and adherence to Unilever standards and guidelines
- Support technical discussions with downstream and other integrated systems and guarantee the delivery of the integrations among the TPM ecosystem

Key Requirements

- Ways of working on Cloud-based platforms
- Owner mindset.
- Strong communication, influencing and negotiating skills
- Strong relationship and team building skills
- Proven ability to work well as part of a global and /or regional virtual team
- Proven ability to manage complex relationships with IT stakeholder(s) across diverse Platforms and Functions
- Experience of managing external service providers delivering projects and support

- Experience on productivity tools; Microsoft Office, MS Project, Jira etc.
- Structured Service delivery methodologies such as ITIL

Direct Reports	Key Interfaces
The role manages a wide and spread of 3 rd parties at WL2 equivalent	<ul style="list-style-type: none"> • Global Business Engagement Director • Geo IT Directors • Customer Experience Platform Director • Other Platforms Leads and Directors • Solution Providers & SI Partners