JOB PROFILE

Position: GTM Technology Manager	**Function:** Enterprise Technology Solutions (IT)
Work Level: 2B	**Reports To:** Customer Experience Platform Director
Scope: Global	**Location:** BANGALORE, INDIA

Business Context

Customer Experience Platform is positioned as key IT partner for GTM 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 partners with Accenture as a Charter Client in such to influence the development roadmap of Retail Execution and TPM apps (called "Accenture Cloud") on the Salesforce technology for the consumer-packaged goods (CPG) industry. These apps are expected to transform the front office of CPG, 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 geographies. 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 introduction of the Integrated Operations Programme earlier this year, 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 GTM Technology Manager role as the TPM Customer Experience Platform leader for Europe, working in strong partnership with IT Innovation Team to bring the technology-industry knowledge to the table in a way to establish the IT plans that are realistic and value-add to deliver the business benefits.

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 Management of the TPM require significant supplier management, coordination and alignment activities with Architecture organizations, 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 (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 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 IT Innovation 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 IT Innovation 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 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

Key Requirements

- Ways of working on Cloud-based platforms
- Owners 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 has 2 direct reports (2 apprentices) The role will directly manage 10 3rd parties (at WL2 equivalent).	• Global IT Innovation Director • Geo IT Directors • Customer Experience Platform Director • Other Platforms Leads and Directors • Solution Providers & SI Partners