

Job Title : SME & Delivery Manager – FP&A

Location : Bangalore

Business Context and Main Purpose of the Job

Global Finance Planning function supports EU 50+ billion business across the globe covering multiple categories, markets and global functions.

To support Unilever's growing business, IT plays a very pivotal role in terms of both Innovation and predictability of running operations.

The Platform SMEs play a critical role in terms of:

- Retaining Platform specific knowledge
- Landing Innovation to drive business value
- Acting as a template gatekeeper for resilience.
- Partner with local and global project teams to review design
- Platform gaps worked in detail and implemented, the Platform kept well performing and healthy through functional checks & continuous improvements
- Manage escalations for complex incidents, issues to achieve target uptime levels for Finance Planning platform

FPA Finance SME is expected to carry out the role for all Finance forecasting functions – Cash Up, Overheads, BMI amongst others. Candidate is also expected to have good appreciation of integration with SAP and non SAP functions viz Finance, O2C and Supply Chain.

Main Accountabilities

Projects / Changes

- FPA Platform SME has an active role in all projects / changes landing in Platform, tightly coupling with the AD PMs, global SMEs, he/she is directly responsible for the design and implementation of the projects / changes regarding own area for the Platform.
- He/she needs to provide full governance on the AD vendors working for the Platform, control the scope, design, build and test activities, which are relevant to the responsibility area.
- Needs to work very closely with global and release management teams in terms of gates, AD control and approvals for project, act as the main template gatekeeper for own area on the template.
- Should input all platform knowledge to the project high level and functional and technical designs and should sign off design from platform perspective and oversight all the build and test activities by the vendor based on that design.

- Responsible for putting root-cause analysis together for critical incidents for own area with vendor resources and AM teams.
- He/she is responsible for all the platform level projects, small projects implemented on the platform for Finance Planning area
- He/she is responsible for all the platform level resilience projects across Finance Planning.
- Sign off and follow progress, deal with issues, escalations, will engage with vendor resources, service delivery, Infrastructure, Geography IT, Business engagement and key users when required.

Escalations Management

- FPA Platform SME is the single point of contact for Application maintenance teams for run escalations, L3 support on complex incidents, problem tickets for own area. He/she needs to coordinate resolutions of these with the vendor teams.
- He/she should govern vendor resources to resolve L3 escalations, measure their performance and coordinate any improvements required.

Continuous improvements

- FPA Platform SME should be part of all continuous improvements in BAU, in own area through regular checks, planned services, actions out of root cause analysis.
- He/she works with relevant vendor resources, global functional SMEs, Geography IT, business engagement teams and infrastructure resources where relevant.
- He/she co-ordinates improvements on the performance of the transactions / custom codes in own area with other relevant teams.

Direct Reports

- Vendor AD resources
- subject matter experts in vendor teams

Key Interfaces

- Multiple IT teams across Unilever (Platform Teams, Geo IT)
- BG/BU Business teams and Process Excellence team
- Vendor Partner teams (AD, AM, Product)

Key Skills

- Holding People Accountable

- Bias for Action
- Organisational Awareness
- Strategic Influencing
- Rigorous Approach/Attention to Detail
- Project Management skills
- Excellent Communication skills
- Stakeholder Management skill

Relevant Experience

- Functional Innovation Role in Finance Planning
- KEC & Resilience projects
- Program/ Project Management of large size implementations