

JOB TITLE: Service Assurance Manager

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.

ABOUT UNIOPS:

Unilever Operations (UniOps) is the global technology and operations engine of Unilever offering business services, technology, and enterprise solutions. UniOps serves over 190 locations and through a network of specialized service lines and partners delivers insights and innovations, user experiences and end-to-end seamless delivery making Unilever Purpose Led and Future Fit.

MAIN JOB PURPOSE:

The Service Assurance Manager role will be responsible for managing the day-to-day operational escalations from end users, service managers and from within the RPA support team, these will mainly occur from the incident, problem and request processes and less often from the change and configuration processes.

The role holder will contribute to and lead the delivery of an effective problem, request and incident process globally for the RPA support team; they will deliver best practices to ensure agreed end-to-end service is maintained, managed and improved via the problem & incident management process.

In order to meet the evolving needs and objectives of the business, the role holder will identify opportunities to automate and simplify tasks and processes to improve quality, consistency and reduce timescales to deliver whilst targeting "zero-incident" change so that the new capabilities are delivered without interruption to business operations.

Key Accountabilities:

- Work to ensure that the RPA service line is delivered to the business in accordance with agreed service levels and agreed user satisfaction targets.
- Act as the relevant point of escalation for end users regarding incidents, requests and problems for the RPA support team.
- Operational compliance, vendor compliance, audit compliance, security, cyber assurance as a Service Owner for the Platform.
- Meet with vendors/suppliers regularly to review performance.
- Review weekly and/or monthly service review reports.
- Major Incident Management
- Acts as the first point of escalation for any issue or problems raised. Resolves or escalates problems and suggests arbitration in situations of conflict.
- Provide support for the annual KFAS audit cycle.
- Identify problems through trend analysis be they technical or process related articulate the benefits and drive the agreed changes through to completion.
- The role holder is not expected to complete or provide technical solutions to problems but is expected to help facilitate in any root case analysis required by the technical team or given the holistic view they have provide examples and suggestions to the technical team as to where the issue could lie.

- The role holder is required to have a good working knowledge of RPA and ITIL best practices in order to help identify and facilitate the problems through the problem management process.
- Facilitate the change process by ensuring all the correct information is provided to the RFC, testers complete the UAT in a reasonable time and in full, ensure RFCs are deployed successfully by the technical team and follow up with problem identifier to ensure full resolution.
- Monitor Key KPI's and ensure adherence
- Participate in problem reviews in order to hold the technical teams accountable for problem resolution.
- Ensure appropriate allocation and prioritisation of problems to focus on the resolution of those that offer the greatest value to the business.
- Track progress on the resolution of problems and known errors and take action where necessary to address blockages.
- Has the ultimate responsibility for ensuring that known errors are appropriately recorded and made available to resolution teams and other problem management groups.
- Ensure that all problem management activities and actions are captured and recorded in problem records
- Is the team leader for the RPA team which includes Unilever employees and 3rd party team members driving them to achieve the goals set by the Operations Manager.
- Build and manage relationships with the regional Geography IT teams in order to become part of a trusted supplier team.
- Maintain relationships of the supplier, including analysis, reporting and improvements to ensure that they are part of the 'virtual team'.
- Maintains positive vendor partnerships within area of responsibility.
- Sign off authority for PGLS Entry/Exit process and acceptance of a new service/Bot into BAU
- Govern the teams to make sure all the audit guidelines are followed. Deep dive when there is an audit miss and provide the feedback on the same
- Works closely with the authorization team to ensure each bot has the right roles assigned in adherence to the audit process
- Verify the monthly super user activities/logs
- Quarterly master data validation
- Accountable for Vulnerability management
- Raise ETPs where vulnerabilities cannot be mitigated
- Keep track of the Infrastructure, License management
- Review Inventory from time to time and ensure it is up to date
- Approve budget for Infra, projects, monthly support billing
- Maintain a track of all the spend for the service and the recovery from business
- Attend on going project calls and ensure progress

Continuous Improvement

- Support and drive down incident volumes through ongoing analysis of trends.
- Works with suppliers, vendors and Unilever teams to address issue trends; recognizing issues that may help or hinder the change, working with others to resolve them.
- Engage and analyse feedback on the business satisfaction to help drive improvement.
- Identify opportunities for improvement in the service being provided.
- Daily management of incident and request processes to ensure underlying gaps are closed.
- Identify and implement shift left opportunities.
- Assist as needed in the identification of performance/SLA problems as part of root-cause analysis for performance issues.
- Provide knowledge to the supplier of Unilever processes through continual review and update to the agreed work instructions.
- Attend appropriate vendor governance meetings.

Key Interfaces

- RPA Support team
- RPA business users

- HAP team
- Operational Excellence team
- Geography IT
- Relevant service providers

Skills/ Experience:

The role holder should have 10-12 years experience and a passionate focus on IT Service Quality and User Experience to support the delivery of a service model that meets and exceeds ever increasing user expectations.

Essential:

- ITIL Foundation with a working knowledge of ITIL processes
- Working knowledge of RPA (certification preferred)
- ServiceNow trained
- Infrastructure Management experience eg: VM's, licenses, Azure groups etc
- Managing and delivering service through service providers and vendors
- Strong Customer Service orientation
- Strong interpersonal skills and team commitment
- Excellent team-working and networking skills
- Excellent communication skills across all levels of the organisation
- Ability to work well within a team
- Good at managing customer expectations
- Delivering agreed results for service levels and customer satisfaction targets
- Analytical thinking
- Ability to work on own initiative

Desirable:

- Project Management
- Awareness of LEAN principles
- Service Delivery management experience
- Ability to work with peers and demonstrate lateral influence
- Experience and awareness of working in a global role

General Skills:

- Self-starter.
- Learning on the fly attitude.
- Action-orientated, ensure that the job gets done.
- Attention to Detail, clarify underlying and not outspoken assumptions; Small elements have big consequences.
- Perseverance, a no "give up" attitude is required to drive improvements.
- Challenge mind set, ability to challenge in a positive manner.
- Ability to work under pressure and at times in ambiguous situations.
- Customer and service centric mind-set, placing the user at the heart of the solution.

At HUL, we believe that every individual irrespective of their race, colour, religion, gender, sexual orientation, gender identity or expression, age, nationality, caste, disability or marital status can bring their purpose to life. So apply to us, to unleash your curiosity, challenge ideas and disrupt processes; use your energy to make the world a better place. As you work to make a real impact on the business and the world, we'll work to help you become a better you!