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| Job Description | |
| Job Position: SME & DevOps Manager | Function: Plan COE |
| WL: 2A | Reports to: Global IT Lead – FP&A, S&OP |
| Scope: Global SC S&OP | Location: Bangalore, India |
| Business Context and Main Purpose of the Job | |
| S&OP function supports 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   Product SME is expected to carry out the role for all SC planning functions – S&OP, Capacity Planning, Growth Momentum 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 | |
| IT Champion in Supply Chain Planning domain   * Partner with Market Supply Chain and Category leadership teams, for design, delivery & maintenance of Planning technologies * Partner with Global PACE Leadership and i-Ops transformation programs * Agile delivery of Planning tools with E2E integration * Establish a strong external orientation & industry perspective on the latest trends in planning processes and integrated planning to help shape the transformation agenda. * Drive right implementations across the markets, embed right behaviors and adoption leading to efficiency & quality outcomes. * Drive adoption, scale and value realization for the investments made in technology * Continuously evolve solution stack in harmony with overall Digital Supply Chain strategy   Platform Management   * Drive resilient platform operations and work with product & partner teams for 99.99% uptime * Ensure 100% adherence across landscape including Security compliance, KEC, performance & service operations * Drive projects on Aera platform being delivered through the CoE model * Continuously enhance & automate platform management operations * Manage escalation and drive resolution on critical issues * Continuously seek opportunities to drive reduction on IT costs | |
| Escalations Management   * 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   * 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. | |
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| **Direct Reports** | **Key Interfaces** |
| Vendor AD/AM resources  subject matter experts in vendor teams | 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** | Relevant Experience |
| Holding People Accountable  Bias for Action  Organisational Awareness  Strategic Influencing  Rigorous Approach/Attention to Detail  Project Management skills  Excellent Communication skills  Stakeholder Management skills | Functional Innovation Role in Supply Chain Planning  KEC & Resilience projects   * Program/ Project Management of large size implementations |
| Leadership Behaviours | |
| Should "meet expectations" on the Standards of Leadership behaviours relevant to the WL of this job. To know more about the SOL model, click here | |

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| Skill Profile | | | | | | | |
| N/A : Not Applicable BA: Basic Appreciation WK: Working Knowledge FO: Fully Operational LE: Leading Edge | | | | | | | |
| **Functional Skills** | | **Level** | | | | | **Comments** |
| **N/A** | **BA** | **WK** | **FO** | **LE** |  |
| 1 | Architecture |  |  |  | **X** |  |  |
| 2 | Business Analysis |  |  | **X** |  |  |  |
| 3 | Business Continuity Planning |  |  |  | **X** |  |  |
| 4 | Business Process Improvement |  |  |  | **X** |  |  |
| 5 | Configuration Management |  |  |  | **X** |  |  |
| 6 | Consultancy |  |  |  | **X** |  |  |
| 7 | Customer Service Techniques |  |  |  | **XX** |  |  |
| 8 | Programme Management |  |  |  | **X** |  |  |
| 9 | Progress Reporting |  |  |  | **X** |  |  |
| 10 | Project Management |  |  |  | **X** |  |  |
| 11 | Quality Management |  |  |  | **X** |  |  |
| 12 | Risk Management |  |  |  | **X** |  |  |
| 13 | Service Level Agreements |  |  |  | **X** |  |  |
| 14 | System Design |  |  | **X** |  |  |  |
| 15 | Test Management Techniques |  |  |  | **X** |  |  |
| **General Skills** | | **Level** | | | | | **Comments** |
| **N/A** | **BA** | **WK** | **FO** | **LE** |  |
| 1 | Business Functions |  |  |  | **X** |  |  |
| 2 | Culture and Organisation |  |  | **X** |  |  |  |
| 3 | Interpersonal Skills |  |  |  | **X** |  |  |
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**Select only the skills that are relevant for this job and mark with an ”X” the required level for**

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| Skills & Experience |
| **Experience:**   * Overall 10+ years of Industry experience and 4-5 years in Supply Chain Planning * Technical knowledge in upgrades, performance management and archiving * Business process knowledge in critical Supply Chain areas – Particularly S&OP * 2-3 E2E implementations experience along with integration components * Team lead with managing team of 3+ people   **Resilience:**   * Experience in support * In-depth understanding of Hyperion and Anaplan tools * Have extensively worked across Supply Chain planning areas   **Primary IT Skills (Essential):**   * Has hands on working experience in Hyperion, Anaplan * Project management * Quality & testing   **Secondary IT Skills:**   * Application lifecycle management * Quality Management * Document Management Techniques * Strong communication |
| **Strong SOL:**   * Bias for action * Agility * Customer & consumer focus * Communication |

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| **Date of last Update (month/ year) :** Jun 2023 |