



DARE TO MAKE AN IMPACT?

DÜSSELDORF, GERMANY, FUNCTIONS

Process Manager IT Service Operations Management (d/f/m)

At Henkel, you can build on a strong legacy and leading positions in both industrial and consumer businesses to reimagine and improve life every day. If you love challenging the status quo, join our team of 50,000 pioneers around the globe. Our corporate functions enable the best in our dynamic businesses and in our people to maximize our company's potential. With our leading brands, our cutting-edge technologies, and our disruptive solutions, you will have countless opportunities to explore new paths and develop your skills. Shape your career within our high-performing teams, grow in our diverse and vibrant culture and find a place where you are trusted and simply belong. All to leave your mark for more sustainable growth.

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JOB ID: 24066486

Contract & Job type:
Full Time, Regular

Contact information for
application-related questions:
recruitment@henkel.com

YOUR ROLE

- Drive continuous improvement and maintenance of global process guidelines and digitalized process workflow to ensure compliance according to Henkel's corporate standards
- Steer overall process delivery with operational teams at external partner and internal system engineers and process experts
- Responsibility for Operational Principles and exceptions to the corporate standards, its documentation and lifecycle
- Develop, implement and promote policies, processes and procedures and lifecycle on a corporate level
- Drive training and communication plan for the IT process for different stakeholders
- Responsibility for process related internal and external audits
- KPI reporting to keep management and stakeholders informed about process adherence, risks and risk-mitigation proposal
- Lead & participate in several meetings e.g. Process Governance Boards

YOUR SKILLS

- Excellent university degree in IT relevant field, e.g. economics, economical informatics, or economical engineering
- 8 years of professional experience in IT management, workflow application design as well as ITIL V3 /V4 Foundation Certificate is appreciated
- Experienced with agile frameworks preferably SCRUM
- Willingness to learn and ability to cope with conflicts
- Exceptional initiative, decisiveness, and strong analytical thinking
- Effective communication and convincing skills are essential
- Desire to work in a dynamic, agile, and challenging global environment
- Excellent English language skills, German language skills appreciated

Henkel is an equal opportunity employer. We evaluate qualified applicants without regard to gender, origin, culture, mindset, generation, disability, religion, and sexual orientation.

Persil



 **Schwarzkopf**

SYOSS

LOCTITE

