

## Job Description – US Roll-Out Operations Business Analyst

### Background

Parcelly is an international tech and logistics company providing hyper-local fulfilment solutions (location, technology and operations) through our network of partner locations (2,500+ across UK and USA).

We have just launched our platform in the US, and have gone live with a globally recognized food provider for whom we are creating an initial network of 100 Parcelly Locations (Dark Stores) across 5 DMAs to support their on-demand delivery strategy. We expect to grow this initial network rapidly across the US.

Our immediate priorities are two-fold:

1. Grow the US network rapidly in locations such as LA, Chicago and NYC
2. Design, document and embed processes that are efficient, robust and scalable (covering service set-up and operation)

We also want to extend Parcelly's proprietary software, and so enhancement requirements need to be elicited, prioritised and documented.

We require the services of an experienced Business Analyst, as detailed below, to lead on business process definition and technology enhancement requirements capture. The role is available for an immediate start.

### Job Type

Full-time / Contract (initial contract term 3 months)

### Responsibilities

Working with the project team members in the UK and US, the US Roll-Out Operations Business Analyst will:

- Analyse the scope of processes that require formalisation, and propose work priorities
- In collaboration with the Project Manager, develop a plan for completing the agreed process analysis
- Facilitate meetings and workshops in order to capture: a) current business processes; b) opportunities for process improvement; c) design of new business processes; d) operational equipment and tools required
- Prepare and document a Target Operating Model
- Document processes and procedures in a variety of forms; including: a) to support process improvement and design; and b) for use in training staff and partners in processes and systems
- Contribute to the training of new US staff in operational processes, as the US operation is established and scaled
- Recommend an approach for analysing, prioritising and documenting technology enhancement requirements, with consideration to the proposed development approach (eg agile)
- In collaboration with the Project Manager, develop a plan for completing the agreed requirements analysis
- Facilitate meetings and workshops in order to capture and prioritise technology enhancement requirements
- Document prioritised requirements in a form suitable for use in enhancement development

### Skills, Experience and Personal Qualities

The skills and experience requirements for the US Roll-Out Business Analyst role are as follows:

- Able to demonstrate at least 7 years' experience in Business Analyst roles. Experience across a variety of industries and types of organisations an advantage (logistics experience not required).
- Prior experience required of successfully dealing with complexity and ambiguity (eg in requirements and/or processes)
- Able to advise on right analysis tools and methodologies, and to bring required techniques to the project
- Able to analyse current services and processes, and to identify opportunities to optimise these
- Able to facilitate the design of new operational and management processes
- Have previously contributed to process training
- Able to elicit technology requirements and to achieve prioritisation consensus across stakeholders
- Possesses excellent documentation skills; including process, procedure and requirements write-up
- Well-developed computer and technology skills; eg proficient in use of MS Office applications and web-based collaboration tools

### Role Location

The role is primarily a virtual home-based one. However, travel to Parcelly offices (eg in London) is expected to be required for meetings/workshops on an occasional basis.

Since part of the team is US-based (East and West Coast), some events will need to be run during UK evenings. Whilst this won't be a regular occurrence, work hour flexibility is required when needed.