parcelly

Job Description – US Roll-Out Operations PMO 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. Embed processes that are efficient, robust and scalable (covering service set-up and operation)

We require the services of an experienced PMO Analyst, as detailed below, to co-ordinate the set-up of the US operation. This requires a hands-on approach to embedding all aspects of the business set-up. The PMO Analyst will co-ordinate the work of Parcelly and its partners, report progress, and help resolve risks/issues. 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 PMO Analyst will:

- Assess the scope of the tracking, co-ordination and reporting required; and recommend how best to operationalise this
- In collaboration with the Project Manager, develop a plan for completing the agreed PMO set-up
- Set-up the necessary PMO tools, and document PMO processes and procedures
- In collaboration with Parcelly staff and partners, embed the agreed tracking, co-ordination and reporting processes
- Ensure all equipment and tools (eg tablets and shelving) needed for the US service have been identified, and sourcing arrangements have been put in place
- Ensure the US operation has identified its resourcing requirements and is progressing recruitment as needed
- Contribute to the training of new US staff in operational processes, as the US operation is established and scaled
- Ensure detailed DMS roll-out schedules are in place
- On a day-to-day basis, track progress against the agreed DMA roll-out tasks, co-ordinating the work of operational staff as required to maintain the roll-out pace

Skills, Experience and Personal Qualities

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

- Able to demonstrate at least 7 years' experience in PMO 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 PMO tools and approach, with evidence of having previously set-up tracking and reporting mechanisms

- Possesses strong people skills, and used to working in an environment that is a mix of internal staff and external partners

- Happy to operate in a hands-on role, collecting tracking data and co-ordinating work at team and individual level

- Proactive in identifying key risks and issue, and able to propose practical solutions for mitigating these

- Possesses sound documentation skills; including process and procedure write-up

- Have previously prepared and delivered process training

- Well-developed computer and technology skills; eg proficient in use of MS Office applications and web-based collaboration tools

Role Location

The role is a hybrid one, with a mix of office and home-based working (approx. 60/40). The primary office for this role is central London, where the relevant team is based. Travel to other UK offices may 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.