

JOB DESCRIPTION – Business Analyst

Job title	Business Analyst
Reports to (title)	Director – International Systems
Location	Primarily Windsor, with some travel to other branches in the UK as project needs dictate
Department	Corporate
Key interface(s)	IT, Projects, and Operations team members
Hours / Days	Monday to Friday 09.00 – 17.30pm - 37.5 working hours per week as a minimum but hours as required to fulfil role.

Job Purpose – General Summary and Scope

SEKO Logistics is a business capitalising on its successes and growing rapidly. As it scales up, it is investing in an ambitious programme to develop a best-in-class enterprise solution across all facets of Freight Forwarding and Logistics. To best realize these goals, SEKO is recruiting for a global team that represent our global aspirations. We are a **dynamic** company with a **passionate** workforce and a **culture of getting things done** – and expect the same qualities from any candidates for this role.

The Business Analyst role is responsible for the development, adoption and ongoing best practice use of applications and technical solutions by operational teams as part of the International Systems team.

Reporting to the International Systems Director, the candidate is accountable to the operational team but also expected to work closely with the technical implementation teams. The role will include a strong focus on requirements, design and development of both new and existing system functionality and processes. They will be involved in the post-implementation benefits realisation, including tracking agreed key performance indicators, troubleshooting and any additional documentation that may be required.

Key Duties and Responsibilities

- Documenting business processes, including visual diagrams such as process mapping or project org charts
- Develop a deep understanding of SEKO applications and processes, in order to define or propose solutions for business requirements
- Design solutions with a benefits realisation plan in mind, including key post-go-live metrics of success/failure
- Use a systems led approach to process design
- Own the design and implementation of system solutions with as part of a wider project team

- With support from the International Systems team lead operational deployment efforts for new or updated features / applications / processes
- Assist in the development and monitoring of audit systems required for ensuring minimum quality standards are met through the branches
- Assist with scripting test documentation based on the business needs and technical solutioning, as well sufficient understanding of the processes to document regression tests for future deployments
- Support leadership in change management activities
- Identify, manage and mitigate risks for a given change or deployment
- Identify opportunities for continuous improvement and optimisation, and where appropriate work with the International Systems team to realise enhancements rapidly and effectively
- Document changes to processes and procedures as they arise and ensure change logs are maintained
- Assist in the development and monitoring of audit systems required for ensuring deployments are successful, or identifying problems before they become endemic
- Comply with the Quality and Governance framework for project management, deployment and closure

Qualifications and Key Skills

The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with assistive needs to perform essential functions.

The candidate must have:

- A Freight Forwarding and Logistics background
- Experience working with CargoWise One
- Experience of training and implementation of new systems, applications or processes
- Ability to prioritize, handle multiple projects simultaneously, and achieve goals on time.
- Ability to work independently with general guidance.
- Ability to work with cross-functional teams and lead projects in coordinating work of others.
- Excellent written and verbal communication skills
- Ability to establish and maintain effective working relationships with strategic partners, operational teams, internal technical resources and executive leadership

The candidate would ideally have

- Understanding of Process Mapping methodologies (BPMN 2.0)
- Understanding of Project Management methodologies (e.g. Prince2, Agile)
- Experience working with quality management methodologies (for example Lean, Lean Six Sigma, TPM, etc)
- Experience working with JIRA
- Ability to make presentations to internal and external audiences

- Excellent data collection and qualitative and quantitative analytical skills with ability to perform analysis of trends and formulate action plans to improve results
- Basic SQL knowledge
- Able to travel as needed domestically

Other Duties

Other Duties will include, but not limited to:

- Apply and practice unit rules and regulations and comply with contractual requirements and handbook policies.
- To apply and practice Health and Safety instructions and regulations
- To apply all Statutory requirements as instructed
- Always promote exemplary customer service
- Undertake a programme of personal development in line with the company process
- To protect and ensure the security of the building and the goods and items within it.
- Undertake any other duty deemed reasonable by your manager

Working Conditions

The role is typically office based – Monday to Friday, 09:00 – 17:30. There is some flexibility to arrangements if required.

As a global organisation, staff at SEKO Logistics may be required to attend conference calls outside of normal office hours when planning around international time zones.

Periodically, the candidate may also be asked to be available outside of normal working hours during critical phases of new deployments.

Physical and Language Requirements

This role requires particular physical attributes due to its nature. A basic standard of physical health and fitness is required, including:

- good vision, good hearing, and mobility
- ability to get to the office location for specified working hours without company assistance
- Strong command of the English language

Additional Information

This job description sets out the current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed. Agreement to this job description does not confirm employment status. Employment or worker status will be confirmed alongside all notable terms, within the offer letter and contract of engagement or worker agreement.