



## Business Analyst

Established in 1794, Henry Bath is a world leading storage and logistics provider specialising in the storage and shipping of Exchange-traded metals and soft commodities around the globe. Henry Bath is a founding member of the London Metal Exchange and is licensed by the world's premier commodity exchanges, including LME, ICE and CME to issue Exchange-Traded Warrants for metals and commodities.

### Overview of Position

The role is a full-time permanent position based in Liverpool, as a Business Analyst you will report directly to the Group Head of IT. You will be responsible for identifying, analysing, and validating new business requirements for system and process changes, primarily for the in-house Warehouse Management System (WMS).

You will translate and document these business requirements in relevant formats for use by developers, testers, and business users, while designing new and updated business and system processes. Additionally, you will ensure that system updates comply with business policies and regulatory/legal requirements. Part of your responsibilities will also include identifying and reporting common sources of technical issues to drive further system improvements. By using various methods, including data analysis, you will identify common sources of user error to facilitate system enhancements and address additional training needs.

### What would you do as our Business Analyst

#### Backlog and Sprint Management

- Working closely with the Head of IT to maintain and prioritise the product backlog.
- Defining the scope of each sprint based on business priorities, estimations and resources available.
- Working with developers and testers to ensure requirements and acceptance criteria are valid and understood.
- Assisting testers with developing test case scenarios.
- Tracking the progress of sprints, adjusting as required to ensure changes are accurately represented in the business project management tool.
- Provide regular updates to system users and senior management on the scope and progress of sprints and planned release dates.
- Issuing Release Notes to the business so they are fully updated on new features / fixes that have been deployed.
- Facilitating regular catch ups with the development team to ensure sprints are on track, discuss lessons learned from previous sprints and to plan for upcoming sprints.
- Leading regular meetings with the Head of IT and other key stakeholders, updating on completed, current and upcoming sprints and team KPIs.

### Training and Documentation

- Providing training on new system features to ensure they are fully understood as part of the deployment process.
- Training new employees on key system and business processes on an ad hoc basis.
- Documenting key system processes in appropriate formats including User Guides.
- Providing ad hoc training upon request or when training needs are identified through analysis of issues and errors.

### Business Intelligence

- Building and updating Cognos reports as required.
- Investigating reported issues with Cognos reports to determine action required.

### System Support

- Providing support for users of the system, either from ad hoc requests or reported issues.
- Completing front end maintenance requests on an ad hoc basis.
- Administer key systems as and when required.

### **Who you are**

You are a team player, proactive with a can-do attitude and a flexible approach to working in a global organisation within a small team, while being willing to travel when necessary. You can manage your own workload and are able to demonstrate initiative. You have strong project and stakeholder management skills, along with the ability to effectively liaise with and manage a diverse range of end users from multiple countries.

### **Experience & Skills**

- Experience in warehousing processes is essential.
- Previous project management experience.
- Knowledge of SQL would be an advantage but not essential.
- General knowledge of infrastructure would be an advantage but not essential.
- The aptitude/ability to work in an organised manner, under pressure and methodically and manage own workload.
- The aptitude/ability to meet company service standards.
- Strong communication skills (over the phone and by e-mail/MS Teams).

## **Rewards & Benefits**

- Competitive salary
- Hybrid working
- 27 days holiday + public holidays
- Private healthcare
- Life and Group Income Assurance
- Up to 12% pension contribution
- Annual Discretionary Bonus

## **Who we are**

We are a diverse organisation who welcome different perspectives helping create an inclusive and forward-thinking culture across the globe with entities in the UK, The Netherlands, Belgium, United States, Singapore and China.