

Senior Business Analyst Information Technology

Be part of something special. Join Vanden.

At Vanden, we're passionate about transforming waste into a valuable commodity. Our mission: "Vanden make recycling part of the supply chain, to optimise the use of plastics. We add value and educate our team and customers as we go."

And since we started on our journey, back in 2005, we've developed a worldwide presence, serving hundreds of customers in over 20 countries. And we've grown a strong, capable team of colleagues who are dedicated and loyal.

We are headquartered in Hong Kong with operations and representation in Australia, Finland, Ireland, Netherlands, Spain, Turkey & UK. We operate a recycling facility based in UK in Whittlesey (PE7 2EX), which opened in March 2017, specialises in the collection and recycling of a variety of plastic waste from the manufacturing, packing and warehousing industries across the UK.

Our ideal candidate

Goal-orientated, not afraid to get their hands dirty to partner with business stakeholders to design and implement our future state solutions. They turn challenges into opportunities to understand business needs and to solve business problems. When things are tough, take perspective, step back and remain objective to ensure the bigger picture and outcome is achieved. In this way, we stay flexible, seek to pinpoint what really matters and find workable actions, quickly. Our people are eager to stay up-to-date by reading, attending training and take ownership of personal development.

Our Values:

Living the Vanden Values is a key part of our culture. Our Values were created by the people in the business. Over a 6-month period in early 2018 we brought all our teams together to determine what it meant to be part of Vanden. Through a combination of telling stories of colleagues in action and establishing the type of environment we want to create, our 6x core values were born!

These are an important part of understanding if Vanden is right for you! Please take a look on the last page for a full description.

Application Process

To apply, you are required to produce a CV and Personal Statement. These need to be tailored to the job description and person specification and show how you reflect the technical and behavioural requirements. Applications can be submitted to hr@vandenrecycling.com.

The selection process:

Successful candidates will be invited to attend a multi-phase assessment that includes:

Step 1: Interview 1

Step 2: Interview 2

Step 3: Interview 3

Step 4: Reference Checks

Expected timeline to complete is 3-4 weeks depending on candidate & reference availability.

Job Summary

Your role will review, assess, and document current state processes, capture business requirements, and design future state workflows which will introduce realizable efficiency gains in our business.

You will work in conjunction with a cross functional team consisting of end users and management stakeholders to firstly understand business rules and needs, identifying objectives and desired outcomes, before recommending and executing on the proposed changes.

The role must drive towards continuous improvement by identifying issues in the current processes and opportunities that create the basis for future change and must also bring experience on how to design reports and scorecards to measure performance of teams and individuals which is crucial to driving towards continuous improvement.

An excellent communicator, you will demonstrate an optimistic and persistent approach, always open to giving and receiving feedback on performance. Not willing to settle for second best, challenges are seen as an opportunity to learn.

This role is suited to an ambitious individual who is motivated, goal driven and wants to be part of a Values driven organisation in a growth industry.

Essential Duties & Responsibilities

Business Analysis, Solution Design, and Implementation:

- Partner with business stakeholders and team members to gather and document business and system requirements and design solutions to deliver value based on priorities.
- Assess the risks of various solutions and prioritize competing business demands.
- Manage requirements throughout the solution development lifecycle.
- Document business drivers, success metrics and ROI calculations and ensure the designed solution provides proper reporting and analytics to measure adoption and performance.
- Map business process workflows to outline critical processes.
- Create test cases and test scripts in accordance with the test plan.
- Work with end users during User Acceptance Testing to accurately prioritize defects and re-test resolved issues.
- Assist in the creation of training materials and delivery of end user training.
- Coordinate project delivery by participating in design reviews and walk-throughs to communicate systems designs and validate proposed solutions.
- Engage with internal IT and external vendors to incorporate usability and user interface needs when designing systems.
- Coordinate with users for data cleansing, conversion, standardization, and categorization.
- Proactively resolve customer satisfaction issues partnering with application support providers.

Person Specification

(all criteria are essential unless otherwise indicated)

Knowledge (Education & Related Experience):

- Bachelor's degree in business, computer science or related field preferred.
- 5+ years of business analysis experience with heavy emphasis on requirements gathering and process design in the Waste Management, Logistics or Manufacturing industries.
- Demonstrated experience and involvement in global digital transformation projects.
- Prior experience working with ERP, CRM and reporting packages will be highly regarded.
- Experience working with application design principles, requirements gathering techniques including interviews, workshop facilitation, prototyping and creating user acceptance test scripts.
- Experience working with agile project methodologies.
- Experience with business process mapping and related tools.
- Knowledge of data management and reporting concepts.

Skills & Abilities:

- Able to stand back and review data/information to see the 'big picture'
- Able to use logic and reasoning to appraise situations
- Able to anticipate opportunities and risks
- Able to build rapport quickly with colleagues and vendors
- Able to effectively collaborate with colleagues to achieve results
- Able to manage and respond quickly to changing/competing priorities
- Highly organized, able to independently plan own time e.g. Outlook calendars and reminders
- Able to present and clearly communicate information in speaking and writing

- Able to ensure tasks are completed on time and to a high-standard

General Attributes:

- Excellent analytical and problem-solving skills for requirements gathering, design and testing of applications.
- Team player with strong listening and interpersonal skills; strong desire to take on constructive feedback/coaching and make definitive changes; self-awareness and the ability to adapt communication and interaction styles to best suit an audience, situation, or desired outcome.
- Detailed and quality-oriented individual with the ability to rapidly learn and take advantage of new concepts, business models, and technologies.
- Demonstrate excellent communication and presentation skills in English.
- Ability to function in a virtual team using Microsoft Teams as the main communications vehicle.
- Positive attitude, fast-learning, energetic, able to perform in challenging environment.
- Ability to focus on priorities whilst being flexible when the business has an urgent new requirement. Resilient with the confidence to pushback when being asked to deliver low value adding tasks.
- Ability to focus and manage immediate needs with a view of the future state solution.
- Willing to take ownership of the role and drive success
- Persuasive with a 'can do' attitude, mindful of stakeholder needs (also knows when to say "No")
- Self-aware and reflective on successes and failures – seeks feedback
- Empathetic towards others
- Focuses on facts and evidence over 'story'
- Resilient approach – able to quickly overcome disappointment and failure
- Not afraid to have challenging conversations
- Willing to learn and follow internal processes, yet happy to suggest improvements
- Professional and ethical in their approach
- Understands that upfront effort prevents issues down the line
- Committed to on-going personal and professional development
- Values team above self

VANDEN VALUES

Teamwork

- We pull together as one unit, not just with those in front of us, but with all of our colleagues spanning multiple continents and cultures. We seek honesty and excellence to bring out the best in each other and do so without ego. Our collective knowledge and willingness to question is our superpower.

Add Value

- In absolutely everything we do. We add value to our people, customers and product through constant education and optimisation. Vanden exceeds expectations in the Service of our customers, using each encounter as an opportunity to sharpen our skills and add more value than anyone else. When in doubt, we ask ourselves – “Am I adding value?”

Growth

- Challenge ourselves and each other to learn new things and improve our skills. Be curious and industrious to redefine the boundaries of our knowledge, service and market. We’re proud of our battle scars as our failures will always be the greatest opportunity for growth.

Ownership

- Never afraid to get our hands dirty! We take pride in exercising absolute ownership over the outcome of every task or challenge. We appreciate the power of forming a plan before taking action and jump at the opportunity to take the bull by the horns when we do.

Enjoy The Ride

- It only happens once! We can’t always be serious and limit ourselves to be “business as usual”, so we encourage everyone to put their personalities into everything they do.

Gratefulness

- Live everyday with an attitude of gratitude!

MISSION:

Vanden make recycling part of the supply chain to optimise the use of plastics. We add value and educate our team and customers as we go.

VISION:

To be the company that creates the most value from plastic waste. Producing quality commodities and products or empowering others to do so.