



HR E2E Process/ Project Manager

BRUSSELS

External Description

HR E2E PROCESS or PROJECT MANAGER

BU/SU/CU: HR&O

Department: HR Strategy & Projects

Job title: HR Business Expert

Career ladder: Expert

Job code: 21000

Reports to: HR Business Manager

Context

Cross-functional HR position with a mix of project management and HR process analysis/review

Implementing, managing and further developing established HR policies, being responsible for managing heterogeneous activities related to an area of expertise, providing expertise for simple files and giving advice in complex areas, in order to enable HR to achieve its objectives related to bpost's strategy.

Main responsibilities

1. Define the essential processes of the project :

- Define a detailed scope of action and control the adaptations that will be made to it over the course of the project.
- Define the needs of the organisation and its customers: prioritise them and situate them in relation to a well-established release plan.

- Define the parties involved and define their skills and responsibilities.

2. Draw up and update a detailed, high-quality schedule. Ensure that deadlines are met:

- Develop a milestone plan.

- Develop an agenda for the different phases of the project.

3. Introduce quality controls and address risks :

- Define the quality standards to be met by the project outputs.

- Be responsible for the delivery of deliverables and the final delivery of the project.

- Risk management: estimate critical success factors and risks and remedy them by setting and monitoring KPIs.

4. Organising the tasks of the project team hierarchically and/or functionally:

- Stimulating and motivating the staff involved in the project

- Organise the macro-planning for the project and the staff involved, and monitor it

5. Provide the necessary project documentation to all parties involved in the various successive phases:

- Communicating progress.

- Stakeholder management: identify interested parties and take account of potential conflicts of interest.

- Get the interested parties on board.

6. Delivering and gaining acceptance for the project outcome:

- Deliver the project and project documentation.

- Evaluate the project in its entirety and draw lessons for the future.

7. Documenting HR processes

8 . Ensure HR processes are standardised and that process users adhere to them.

9. Evaluate, recommend and continuously improve processes.

10. Conduct root cause analyses for process-related issues or delays.

11. Redesign and implementation of HR processes to improve efficiency, quality and customer satisfaction.

Votre Profil

As an HR E2E Expert project/process, it goes without saying that you have a good understanding of HR processes and that you have project management and interpersonal skills. However, we would like to highlight the following points:

- You have a Master's degree or equivalent through experience;
- You have extensive experience in process design/redesign & process mapping;
- Solid knowledge of process and project management;
- You are passionate about continuous improvement
- You are able to make proposals and dare to challenge
- You are highly structured and have good organisational skills
- You speak French or Dutch, with a good command of the second language and a solid knowledge of English;
- Good knowledge of change management principles;
- An analytical mindset
- Problem solver
- Strong stakeholdermanagement
- You have a very good functional knowledge of HR with an end-to-end philosophy
- You have strong interpersonal skills and good communication skills for interacting with your internal customers and employees;

- Solid knowledge of office applications;
- You are a real team player and enjoy working in a team;

Why bpost ?

- Like many other companies, we offer a monthly salary (with an end-of-year bonus and double holiday pay, of course) as well as an attractive package of benefits, including luncheon vouchers, a lump-sum net reimbursement, hospitalisation insurance, group insurance, disability insurance, a bonus, a company car linked to a cafeteria plan, 20 days' leave and 7 extra statutory leave days, and many benefits for more than 100 bpost partners.
- This is where we really stand out:
 - Decisions are taken here in Belgium. At the same time, you are part of an international story, thanks to our many activities in Europe and Asia.
 - You will find yourself in a company in a state of flux. Admittedly, this creates some complexity, but above all a lot of challenges and innovative projects.
 - The atmosphere, the collegiality and the friendly bpost culture is unique. And we will prove it.
 - You can focus 100% on your job for which you are fully responsible from A to Z. We provide optimal support: tailored tools, experienced colleagues and the necessary coaching of your manager.
 - Your Benefits Your Choice: At bpost, you have a wide range of benefits at your disposal. With our flexible plan, you can tailor your benefits to your needs. Decide for yourself what you need and where you want to spend less on. For example, a budget can be freed up to buy extra days off, an electric bicycle or multimedia.
 - As an international provider of parcel and e-commerce logistics, we create real connections between millions of people, businesses and communities. Our team of +34,000 employees is our greatest asset in this story. Thanks to them, we continue to play a key role in our rapidly changing society.