



Change Manager

BRUSSELS

External Description

Context

bpost is the Belgium's leading postal operator but also an important parcel and e-commerce logistics provider in Europe, North-America and Asia. We deliver mail and parcels to millions of doorsteps and provide logistic services to businesses and consumers.

Since few years, bpost has been actively engaged in a transformation process to adapt to changing market dynamics and customer needs. This journey encompasses various strategic initiatives including areas such as enhancing new services, digitization, sustainability, customer centricity and organizational restructuring.

As we continue to grow and evolve, we recognize the importance of effective change management and are seeking a dynamic and experienced Change Manager to join our team.

Objective

Your mission (and our mission as a team) is to guide and support proactively the 'people side' of change in order to achieve successful transitions.

In this role, you will have the opportunity to work with a dynamic team of Change Managers and play a critical role in leading and implementing change initiatives across the organization (in departments such as Operations, Commercial, Channels & Banking, HR, Finance, ...). You will work closely with various stakeholders to assess needs, develop strategies and drive adoption of changes to achieve desired business outcomes.

Main Tasks

More concretely, you will:

- Lead change management efforts for key initiatives (like new technology implementations, process improvements, organizational and cultural transformations)
- Develop comprehensive change management plans, including stakeholder analysis,

communication strategies, training programs and resistance management plans

- Collaborate with project teams and cross-functional stakeholders to ensure alignment of change management activities with project objectives and timelines
- Act as a champion for change, promoting awareness and understanding of the reasons behind change initiatives and the benefits they will bring to the organization
- Monitor and measure the effectiveness of change management activities, gathering feedback and making adjustments as needed to ensure successful outcomes
- Provide coaching and support to leaders and managers to help them effectively lead their teams through periods of change

Technical expertise

- Master degree in business management, organizational psychology or related field
- Strong understanding of change management principles, methodologies and best practices
- Excellent communication and interpersonal skills, with the ability to effectively engage and influence stakeholders at all levels of the organization
- Exceptional problem-solving and decision-making abilities with a strategic mindset and the ability to anticipate and mitigate risks
- (Desired) Proven experience in change management roles with a track record of successfully leading change initiatives in complex organizational environments
- (Desired) Certified Change Management Professional (Prosci or similar certification)
- Above all, we are looking for someone with a positive mindset, that fits in the team, fosters a 'can-do attitude', demonstrates curiosity and empowerment, acts as a role model, likes to give and receive constructive feedback and is willing to learn and succeed.
- If you are passionate about facilitating transformation and driving organizational excellence, we would love to meet you!

Why bpost

Like many other companies, we offer a nice benefits package in addition to the monthly salary, including meal vouchers, hospitalization insurance, group insurance, 20 days of leave and 7 extra days of statutory leave, a thirteenth month, double holiday pay and many benefits with more than 100 bpost partners.

This is what really sets us apart:

Decisions are made here in Belgium. At the same time, you will be part of an International group, thanks to our many activities in Europe and Asia.

You will find yourself in a company in full change. Admittedly, this creates some complexity, but above all lots 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, with optimal support from all our internal services.

As an international provider of parcel logistics and e-commerce services, we create real connections

between millions of people, businesses and communities. Our team of more than 36.000 employees is our greatest asset in this history. Through them, we continue to play a key role in our ever-changing society.