



Consultant HR

BRUSSELS

External Description

HR Analyst

Goal

bpost is always on the move. We create an environment for our people with challenging projects, inspiring collaborations and the latest technologies, with interesting job opportunities and training programs for every employee.

Our HRCC (HR Contact Center) is helping more than 26,000 employees of bpost with their personal questions and requests. Within this context, we are looking for an HR Analyst to map and optimize existing HR processes.

Your mission

Analyzing, outlining and monitoring the current processes, in collaboration with the other members of the team. Your ultimate goal is to ensure continuous service quality improvement.

About the job

The main purpose of the HR Analyst is to collect, analyze and advise on assigned HR areas in order to support the development of a modern Human Resources policy.

We would like to highlight the following responsibilities:

- Participate in the analysis and mapping of the existing processes, ensuring the handling of dysfunctions in terms of the processes, and taking the necessary corrective actions.
- Assisting colleagues in identifying improvement opportunities and proposing the necessary preventive action(s).

- Participate in the start-up and implementation of new working methods, new methodologies, new computer or technological systems.
- Participate in updating documentation (technical files, reports, procedure documents...). Support the distribution of documentation and necessary information in order to ensure optimal application of the process.

Take part in the analysis, tests and implementation of the applicative change requests and resolutions of IT incidents.

Your profile

Dynamic and communicative, you should be able to interact effectively with various counterparts. Key accountabilities would include:

- You hold a bachelor's or master's degree, ideally in HR Management or equivalent by experience
- You have an excellent knowledge of Dutch or French and a good knowledge of the second national language and you dare to communicate in English as well.
- Experience in Process management : Because you are analytically minded, you like to get stuck into complex issues where different processes and systems need to be considered.
- You reflect critically on work processes and proactively suggest improvements.
- You are a driven individual and have demonstrated in previous experiences to take ownership and build autonomy within your domain, while at the same time integrating well within the team to jointly build the full picture.

JOB.TITLE

JOB.DESCRPTION