



Senior Manager Transformation

BRUSSELS

External Description

Goal

bpostgroup is Belgium's leading postal operator and a growing parcel & omni-commerce logistics partner in Europe, North-America and Asia. Our 36,000 employees in Belgium and across the globe connect consumers, businesses and government, by delivering mail and parcels to millions of doorsteps and providing e-commerce logistics services.

Under the leadership of our Group CEO, Chris Peeters, and our Executive Committee, the company has defined an ambitious company-wide transformation program. The new Group Transformation Office, under the leadership of our Group Transformation Officer, Nicolas Baise, is being set-up to support the design and delivery of this transformation program.

We are building a team of experienced transformation professionals. The Transformation Manager plays an essential role in managing and supporting transformation programs to deliver change and impact in a sustainable way.

Is this mission for you?

The Transformation Manager is part of the Group Transformation Office, that designs, drives and support the delivery of our company-wide transformation program. This transformation program covers all our business entities and functions, through transformation initiatives cutting across multiple areas: development of new business offerings, post-merger integration, operational excellence and quality, large scale digitalization and process redesign, customer-centricity and agile organizational transformation, etc.

He/she is flexibly assigned to manage one or more transformation programs typically on rotations for a period of ~6-18 months:

1. Work hand in hand with our business leaders to drive and support the implementation of the transformation programs with bpostgroup:
 - Define, structure and execute transformation activities

- Be accountable, alongside the business sponsor(s), for the deliverables of the transformation programs
- Engage in regular transformation program steering committees
- Mobilize stakeholders and experts across the entire group (business units, corporate units, ...) and ensure initiative owners design & deliver the right outcome on behalf of the Transformation Program
- Perform detailed analyses and content work together with key business stakeholders to drive the transformation program
- Ensure sharing of best practices & solutions across initiatives in portfolio
- Ensure critical interdependencies & risks are mitigated or escalated to the management

2. Help developing initiative portfolios with stakeholders in bpost organization:

- Engage cross-functional organization initiative teams & ensure effective collaboration;
- Interact with key stakeholders to develop initiative portfolio to drive the Transformation program(s) forward;
- Develop KPIs to measure initiative progress;
- Identify links with other initiatives to support integration.

3. Monitor & report on progress of transformation (initiatives):

- Monitor overall program and sub-initiatives regarding budget, benefits, timeline & quality;
- Monitor developed KPIs and value creation of the initiatives;
- Review & challenge the implementation of the initiatives;
- Identify & mitigate roadblocks & risks or escalate them to the management and Group Executive Committee
- Provide transparency to the management and Group Executive Committee on progress of KPIs;
- Prepare regular presentations to management and project-specific steering committees.

4. Communicate and build relationships with key internal stakeholders:

- Establish strong rapport with initiative owners and stakeholders involved in the transformation.
 - Support development of change program associated with the transformation initiatives, working closely with the Head of Change.
 - Align with Functional/Business heads to identify changes impacting their respective organizations & ensure smooth collaboration.
5. Develop, coach & monitor the Transformation Experts/Associates assigned to the same transformation program.

Your Profile

In your role of Transformation Manager, you are an experienced strategic project manager or program manager who combines analytical skills with a pragmatic, polyvalent and agile approach. In addition, we would like to highlight the following qualifications:

- Master degree
- 5 to 8 years of leadership experience in large-scale program management, ideally in a strategy consulting firm and/or similar corporate transformation role
- Strong problem-solving and data-driven decision-making approach;
- Collaborative mindset and relationship builder: ability to work across entities and levels in the organization, build trusted relationships and credibility with operational business teams as well as top management
- Entrepreneurial mindset / can do attitude: you do not think in terms of problems, but in terms of creative, flexible and sustainable solutions
- Excellent communicator, who can connect with both operational business teams and top management – both written and orally
- Experience in developing, coaching and mentoring employees
- Fluent in Dutch, French and English

Why bpost?

Like many other companies, we offer a monthly salary (with an end-of-year bonus and double holiday pay) as well as an attractive benefits package, including meal vouchers, a company car, hospitalization insurance, group insurance, variable bonus, 20 days statutory leave plus 7 extra days offered by bpost and benefits from more than 100 partners.

This is what distinguishes us from the others:

- You benefit from a great deal of autonomy and flexibility that we concretize, among other things, through our home-working policy.
- Thanks to the many training programmes and career opportunities with one of Belgium's largest employers, you will be on a huge growth path.
- The decisions are made here in Belgium. At the same time, you are part of an international story, thanks to our many activities in Europe, the United States and Asia.
- You are joining a company that is in the midst of change. This does create a certain complexity, but above all it creates a lot of challenges and innovative projects.
- The bpost atmosphere, collegiality and friendly culture are unique. And we'll prove it.
- You can concentrate 100% on your work, while being optimally supported by all our internal departments.

As an international provider of parcel logistics and e-commerce services, we create real links between millions of people, companies and communities. Our team of more than 34,000 employees is our greatest asset in this history. Thanks to them, we continue to play a key role in our ever-changing society.