



Head of Change Management

BRUSSELS

External Description

Context

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 Group Head of Change Management plays an essential role in enabling the overall transformation, by defining and driving an overall change management program and ensuring change and impact in a sustainable way.

Your Mission

The Group Head of Change is part of the Group Transformation Office, that designs, drives and support the delivery of our company-wide transformation program. He/she reports to the Group Transformation Officer and is part of the Group Transformation Leadership.

He/she designs and drives impactful change management program and associated change management and communication interventions to enable the overall bpost transformation strategy, its programs, initiatives and progress and the underlying values & cultural changes aligned with the objectives of this strategy.

He/she helps to drive the transformation agenda by informing & engaging key stakeholders in the organization to ensure they get on board and are open to implement these changes.

He/she ensures an integrated communication story and other change interventions (e.g. trainings) across all ongoing transformation programs in alignment with the Transformation Leadership team and the program leads in charge of various transformation initiatives.

He/she works together with the corporate communication department, the HR department and broader communication, HR and change network within bpost to create internal & external change interventions that support the transformation.

He/she reports to the Chief Transformation Officer and advises the senior management and Group Executive Committee on change management.

Tasks and responsibilities

1. *Define, develop and execute the overall change management plan*

- Map and segment relevant stakeholder populations impacted by the change;
- Assess the change impact on each population and develop a clear perspective on the 'what's in it for me' for every population;
- Create an approach to motivate all levels of the organization about the transformation agenda by developing an overarching change management roadmap and working with the different transformation teams to establish detailed plans and initiatives for their respective streams;
- Develop a framework to structurally tackle all (future) transformations from a change & communication perspective with the aim of maximizing employee adoption and building relevant networks (e.g. change ambassadors, communities, etc.) to ensure key messages about the transformations are spread across the entire organization.
- To achieve this, collaborate with internal departments, in particular the Group Communication function, the Group HR/social relations function and the transformation leaders.

2. *Work with leaders across bpost to:*

- Align leaders behind the strategic vision and objectives of the change;
- Reinforce and gradually expand the leading coalition behind the change;
- Develop leadership' change management & comms capabilities;
- Prepare leaders for their role at key milestone events throughout the transformation.

3. *Build the change team and network across bpostgroup*

- Bring together the change experts as one team;
- Expand change community and knowledge across the group;
- Develop common tools and frameworks to establish change practices across the group.

4. *Evaluate the impact of the change strategy*

- Develop clear set of KPI's to monitor progress from a change management point of view (e.g. change readiness, employee engagement, talent retention/attraction, etc.);
- Design and deploy pulse check and employee surveys;
- Create dashboards to report on the above mentioned KPIs to the Group Executive Committee, Transformation leadership team and relevant program leads;
- Analyze performance and proactively suggest adaptations to the change and

communication approach at overarching level and for specific transformation initiatives;

- Work with transformation teams in all areas of the business to coach on optimal change management approach.

Your Profile

In your role of Group Head of Change, as member of the group transformation leadership team, you are an experienced change manager, a strong communicator and a networker player who combines solid strategic thinking with a can do attitude. We highlight the following qualities:

- Strong credibility to interact with senior stakeholders
- 10+ years of experience in managing change & communications in large organizations
- Excellent communication skills, both written and oral
- Strong experience in applying change management principles
- Deep knowledge of change management practices and best practice communication frameworks, principles & methods
- Fluent in Dutch, French and English
- Have an entrepreneurial mindset / can do attitude
- Excellent problem-solving skills
- Able to establish strong relationships with people from all levels of the organization
- Strong ability to understand the organization and transformation efforts and their impact on the business & people
- Good knowledge of Microsoft Office tools & digital tools that can be leveraged for change & communication. Understanding graphic design.

Why bpost?^[BN1]

Like many other companies, we offer, in addition to a monthly salary, a wide range of benefits, including meal vouchers, a company car, hospitalization insurance, group insurance, disability insurance, 20 days' leave and 7 additional statutory leave days, an end-of-year bonus, double holiday pay and many benefits for more than 100 bpost partners.

This is where we really stand out:

- You will have the opportunity to participate in a project of great social importance.
- Decisions are taken here in Belgium. At the same time, you are part of an international story, thanks to our many activities in Europe, US 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.
- Your role will be at the heart of an exciting change agenda for the company.
- The atmosphere, the collegiality and the friendly bpost culture is unique.

As an international service provider of parcel and e-commerce logistics, we create real connections between millions of people, businesses and communities. Our team of over 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.

[\[BN1\]](#) I did not review this part