



## Senior Process Owner Mail and Hybrid Process

BRUSSELS

### External Description

## Senior Process Owner Mail and Hybrid Process

### Context

bpost is always on the move. As a leading postal operator in Belgium and an international provider of parcels and e-commerce logistics, we create real connections between millions of people, businesses and communities. Our team of +34,000 employees worldwide is our greatest asset in this story. Thanks to them, we continue to play a key role in our rapidly changing society. We create an environment for our people with challenging projects, inspiring collaborations and the latest technologies, with interesting job opportunities and training programs for everyone.

### Your mission

Ensuring/supporting the (re)engineering of cross-functional & cross-departmental end-to-end processes within the assigned domain within the Network Design and Experience department of Channels and Banking of all Mail processes and the further expansion of the Hybrid network, consisting of post offices, postal points, parcel points, and parcel lockers, in order to contribute to an efficient and effective realization of business objectives at the Corporate Level. Continuously improving the process based on measurements of the KPI

### Tasks

1. Setup, documentation, and optimization of the support/service for all Mail processes that are linked with Channels and Banking:

□ Determining the necessary service levels for Channels and Banking in these domains based on internal customer satisfaction and quality measurements. This also means concretizing further reports around this and raising awareness in the network in the context of Blue and/or Red Chips.

□ Documenting, monitoring, and adjusting the necessary SLAs (service level agreements) and acting as the point of contact for changes in Mail that impact the operation in the Channels and Banking network and vice versa.

□ Defining improvement proposals in the context of IT developments around Mail and establishing the

necessary contacts with the involved product managers.

2. (Co-)responsible for the further expansion of the Hybrid network based on agreed guidelines through systematic monitoring of all new postal points.

□ Monitoring the evolution of the Channels network and proposing necessary adjustments to maintain balance between different locations based on (cost) efficiency. Collaboration with Partner Network, Forecasting and Planning, and Regional Management is essential, along with attention to improving the communication flow.

□ Responding to day-to-day adjustments of the notification flow of parcels and registered mail in response to internal and external events (e.g., specific changes in the area of a Mail Center) by efficiently utilizing existing tools (ODP, ZE-map). This also means implementing the development of registered mail in ODP in practice by coordinating the roll-out within Channels & Banking.

□ Providing necessary controls (processes/reporting) to enable close monitoring of all aspects around Hybrid.

This specifically includes the following tasks:

- Defining functionalities for the potential automation of processes.
- Analyzing requirements, creating business cases, especially a further refinement of the existing IT model is recommended.
- 3. Ensuring that all channels are deployed efficiently during peak periods (EndOfYear, SummerPeriode) by considering all aspects (storage, FTE provisions, specific requests from partners) and also making specific proposals for the expansion of the postal network. Also representing Channels and Banking to Corporate for specific new projects/squads and in the context of EOY follow-up related to mail activities within Channels & Banking.

□ Organizing the intake process and consultation platform (QIT) with the Mail Process department, both in terms of existing processes and further development of existing and new tools.

## Your Profile

- Team player who shares expertise and can articulate it in a simple manner.
- Master's degree or equivalent experience
- Up to 5 years of relevant experience
- Language skills (depending on the workplace): good knowledge of the second national language and English
- Knowledge of project management methodologies and change management
- Knowledge of methodologies related to process analysis, process mapping, and process re-engineering
- Knowledge of IT applications supporting process re-engineering

- Knowledge of methodologies for documenting processes

## Why bpost ?

Just like many other companies, we offer, in addition to a monthly salary, a nice package of benefits, including a car, a bonus, meal vouchers, hospitalization insurance, group insurance, disability insurance, 27 days' leave, an end-of-year bonus, double vacation pay and many benefits with more than 100 partners of bpost.

This is what really distinguishes us:

- Decisions are made here in Belgium. At the same time, you are part of an international story, thanks to our many activities in Europe and Asia.
- You end up in a company in full change. Admittedly, this creates some complexity, but above all a lot of challenge and innovative projects.
- The atmosphere, the collegiality and the friendly bpost culture is unique. And we'll prove it.
- You can focus 100% on your job, with optimal support from all our internal services.
- You get a lot of autonomy and flexibility, which we make concrete with our homework policy.
- You will enter an enormous growth trajectory, thanks to the many training programs and career opportunities at one of the largest employers in Belgium.

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