



## Nbx Parcels Operational Preparation Manager

BRUSSELS

### External Description

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

Within this story we are looking for an Operational Manager Preparation for Brussels X Parcels.

### Your goal

The most important objectives of the Operational Manager Preparation are

- Coordinating, managing and optimizing the entire process of intake, sorting & preparation Parcels
- End responsible in his/her region for the optimal utilization of the regional capacity through accurate end-to-end planning for regions, functions and product groups
- Ensure smooth day-to-day operational interactions with key MassPost customers in his region by coordinating and supporting MassPost managers
- Ensure an optimal Collect , Transport & Sorting process for the parcels in your region in consultation with the other regions
- Lead, motivate and coach your team
- Manage the conflicting priorities of the various Preparation Departments
- Support the Preparation Manager to ensure continuity with social partners, clients and external relations
- Coordinating the local contingency plan
- Liaise with the distribution managers in the region to resolve conflicts or clarify issues and implement the E2E working method

# Your Mission

## 1. Operations

- Setting objectives and KPIs for the preparation departments under your responsibility (, Production Packages, Transport)
- Taking daily management decisions related to the operation under your responsibility
- Act as the final responsible for the optimization of the E2E aspect of the operations Work closely with the Preparation Managers & Distribution Managers in his/her region
- Ultimately responsible for compliance with standard procedures in his/her department
- Ultimately responsible for achieving the operational targets regarding productivity and quality
- Develop and coordinate action plans to improve operations
- Receive feedback from production and distribution managers on operational issues

## 2. Volume Planning

- Coordinate and direct regional capacity planning and ensure that such planning is sufficiently detailed to carry out operations
- Assume ultimate responsibility for relaying regional capacity figures to the MSO's central planning to ensure accurate volume forecasts and capacity planning at the national level
- Provide forecasts to Operating Platform Managers and Process Owners Parcels so that they can plan based on workload
- Plan, organize, coordinate and adjust volumes of deferred products (B/C products) for the purpose of network optimization
- Final responsibility for converting volume estimates into the number of operational staff required and forwarding these staffing needs figures to Manpower Planning
- Responsible for the daily estimates of the resources required in your region
- Identify and analyze needs and opportunities for volume transfers between regions in order to process volumes at the lowest cost
- Provide feedback to central planning on discrepancies between planned and actual figures

## 3. Interaction and coordination of Capacity Planning, Transportation, customers services and central teams

- Identify and analyze customer needs and process constraints and requirements to improve

the process of intake and preparation and collaboration with the customer

- Coordinate capacity planning, Production and Transport to always use the latest customer information for volume forecasting
- Be the contact person in case of conflicts or major problems between the different departments

#### 4. Coordination and harmonization with other regions.

- Consolidate and pass on information to other regions, e.g. information on available resources and drops
- Determine the resources and number of operational staff needed in the short and long term and liaise with other regions and Manpower Planning for possible (temporary) transfers of resources and personnel
- Being contact person for the Regional Preparation in other regions in case of problems or conflicts related to the different departments within the Industrial Mail Centre

#### 5. Interaction with central and regional staff.

- Evaluate and measure the impact of significant external or internal events on the preparation process with the assistance of regional staff
- Be responsible for reporting the history of these events and their impact to the core team
- Be the link person to the Distribution Managers in his/her region in case of problems.

#### 6. Quality

- Translate the quality objectives related to his/her area of expertise into objectives applicable to the different departments within the Industrial Mail Centre
- Be responsible for the reporting of actual figures and their comparison with planned/forecasted figures of performance, budget, volume forecast...
- Coordinate the translation and feedback of reports to the lower level
- Be the contact person for Performance regarding quality and reporting issues

#### 7. Budget

- Provide input to the Process Core Team to set the budget for the Preparatory Process
- Monitor regional financial KPIs for Preparedness

- Develop and coordinate action plans to achieve budget targets
- Be the liaison to the Director of Postal Operations in budget matters

## 8. Human Resources Management

- Support, develop and coach teams to achieve results
- Develop own department
- Communicate projects/improvements to staff
- Monitor absenteeism, determine causes and work with HR to determine actions
- Supervise the motivation of staff in the field
- Ensure good contacts with trade unions

## Your Profile

### a. Level of Education:

- University degree or equivalent through experience

### b. Experience required for the position:

- At least 8 years of experience leading a large operating unit in a manufacturing environment.
- Experience with and knowledge of postal processes is a plus
- Knowledge of scheduling models
- Strong people management skills

### c. Language Skills :

- Very good knowledge of French required, as well as knowledge of Dutch and English

### d. Technical knowledge required for the position:

- Thorough knowledge of the infrastructure and organization of Mail

- Thorough knowledge of the route a letter or package takes