



Sr Process (business) analyst

BRUSSELS

External Description

Senior business analyst - parcel lockers

bpostgroup strives to create an inclusive environment with challenging projects and inspiring collaborations. With our employees at the heart of our organization, we don't believe in jobs, we believe in careers. We're now looking for a senior learning design expert who will make us move.

Your mission:

The Out of Home (OOH) team within bpost is responsible for all manned and unmanned collection points within bpost, excluding post offices. This includes parcel points, postal outlets and parcel lockers. Currently bpost has around 1,300 parcel lockers. By the end of 2025 we want to nearly double that amount. Parcel lockers are an important strategic growth pillar within bpost.

Several new projects and products will be launched on our automatic parcel lockers in the coming months and years. To support this growth, a **'locker capability tribe'** has been launched within bpost. This tribe will collect, analyse, prioritise and bring all changes in services and capabilities to production.

To do this successfully, we are urgently looking for a **senior business analyst**. As a senior business analyst within our OOH team, you will be involved in various stages of the development process of new locker products & services. You will work in an agile team and write 'stories' that a product/service will have to meet. You will provide detailed input during further elaboration & agile development. Finally, you will also dynamically test new developments and accompany them to production.

- You quickly build detailed knowledge of all processes and systems related to the bpost automatic parcel machines. You also analyse existing processes regarding the use of automatic parcel machines and make proposals for improvement. This is always supported by a thorough and accurate analysis.
- You know better than anyone the different interfaces and dependencies regarding our bpost automatic parcel machines. This applies to both processes and systems. If you don't know our tools yet, you are a quick adaptor.
- You don't have to be an ICT expert, but you are able to communicate fluently with ICT developers in English and have at least a sense of what they are working on.
- If necessary, you can explain to the Senior Management team how a certain system or process works with regards to the automatic parcel machines.
- You will be responsible for the development of high level features (along with ICT) into concrete stories. You will also be testing these developed features and system.

- You will analyse and implement improvement in use of parcel lockers and provide support with knowledge in important strategic projects supporting senior project management.

Your profile:

- We do not only deliver letters and parcels, but also opportunities. This job is open to all with diverse backgrounds and talents, possessing the following skills:
- University degree or equivalent through experience
- At least 3 years of relevant work experience
- Excellent command of the English language, proficiency in Dutch and/or French is a plus
- Motivated to work within an agile team
- Very accurate and detailed
- Willing to become an expert within their own domain
- Quick-witted
- Structured
- Analytical
- Proactive attitude and great problem-solving abilities

Our offer:

Like a long-awaited parcel, we want to make you feel welcome and valued. Our offer includes:

- Competitive monthly salary
- Meal vouchers
- Hospitalization-, group- and disability insurances
- 20 days of statutory leave and 7 additional extra-legal days off
- An end-of-year and performance-based bonus and double holiday pay
- Many benefits from more than 100 bpost-partners

Why bpostgroup?

bpostgroup is Belgium's leading postal operator and a growing parcel & omni-commerce logistics partner globally. With a **focus on social and environmental sustainability**, we aim to be a trusted guide in a changing world. As our newest team member you will:

- Become part of the **bpostgroup family** with a unique atmosphere and culture.
- Enjoy a **dynamic work environment** with a hybrid model allowing for flexibility.
- Have access to **continuous learning and development** opportunities.
- Have a direct **impact on decision-making** in an international success story.
- Thrive in a **leadership culture** centered on visioning, sense making, innovation, and relating, empowering you to lead effectively in our forward-thinking organization.

#bpostgroup #LI-DNI

[Find out more about bpostgroup](#)

No match?

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More info?

Feel free to reach out to Lore Marynissen