## Senior Process Owner Expert (Distribution)

**BRUSSELS**

## External Description

# Context

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

In this context, we are looking for a **Senior Process Owner Expert** Mail & Parcels Operations (MPO) Distribution.

# Objective

The Senior Process Owner Expert MPO leads the operational process in Distribution. Distribution is the part of our logistic chain where the products (both mail as parcels) are sorted per distribution round and delivered to the customer. This function is part of the department 'Center Of Excellence Process' where the processes are defined & implemented on national level.

You ensure/support the (re)engineering of cross-functional and cross-departmental end-to-end processes in your product area/range in order to contribute to the efficient and effective achievement of the company's objectives at MPO/bpost department level. As such, you are transversally responsible for the design and optimalisation of Mail Parcels Operations (MPO) processes to support the increase of the end-to-end customer satisfaction, to respond to the evolutive customers' needs and to increase end-to-end efficiency while caring about our people

You are responsible for the continuous improvement of processes through the monitoring of key performance indicators.

# Main Tasks

1.  Develop the cross-functional vision of operational processes for Distribution, in line with customer expectations (commercial unit) and the E2E processes of the entire MPO operational chain, align efforts between processes, and projects and provide support to eliminate obstacles.

Challenge the design of cross-functional processes.

2.  Increase quality and customer experience by redesigning and improving the processes within distribution. Analyse losses in quality together with the performance division and define and implement improvements to constantly reduce the losses.

Built-in of different contingency measures to cope with unforeseen events without having customer impact.

Propose innovative, concrete long-term solutions to help our processes evolve, while consolidating our performance and our commitments in terms of performance indicators.

3.  Promoting process improvement and efficiency from an end-to-end view:

- Encourage all process owners to master process knowledge by operational sector, but also to think cross-functionally (E2E).

- They are responsible for creating a "mindset" for process management end-to-end

- Building a network of Process Managers and developing forums for the exchange of best practice between processes, in close collaboration with the Operational Excellence Manager.

4.  Manage the different process initiatives for your domain Distribution.

    -  Prioritisation of 'back log' of initiatives in line with customer needs, new developments, increase in quality and efficiency and improve the work for our employees

    -  Align with different stakeholders on the new process initiatives and internally within the operational organisation via special dedicated forums which you chair.

    -  Ensure decision taking

    -  Follow up with the colleagues of operational excellence on the implementation of new initiatives

    -  Align with operational excellence on continuous improvement initiatives

5.  Encourage, inspire, motivate and coach MPO COE Process in the implementation of MPO's E2E process management/improvement vision (awareness, skills, governance, addressing root causes of complaints, process risk management).

- Coordinating and aligning with the Knowledge & Communication entity (coordination of service orders (SOPs), publication and archiving).

- Coordinate and align with the Operational Excellence team to implement process changes or improvement initiatives linked to key performance indicators.

6.  Monitoring and controlling process efficiency indicators and encouraging the implementation of targeted improvement actions in close collaboration with the regional implementation teams.

- Determining the main process efficiency indicators and monitoring structural reports with the help of the Performance department.

- Ensure the implementation of risk management in the processes

- Monitor process maturity and follow up actions.

- Working closely with the Operational Excellence Managers, identify, define and promote best practice for all relevant processes and support their implementation.

7.  Ensures that each member of the team has the appropriate level of process expertise and works closely with the other stakeholders within the organization.

# Technical expertise

1.  Education level : Master

2.  Profile required

3.  Dynamic, pragmatic, 'can do' mentality, positive, analytical, customer oriented, courage, perseverance and collaborative Expertise required for the position:

- At least 10 years' experience in process management (design, own, improve), continuous improvement, program management.

- In-depth experience of methods and tools (Lean, process management, etc.)

- Demonstrable experience of people management (direct, indirect and functional)

- Minimum 3 years of senior operational management experience

- Experience in environment with social partners

- Experience in last mile distribution is a serious advantage

4.  Language skills:

- Fluency in the two national languages (FR and NL)

- Good knowledge of English

5.  Technical knowledge required for the job:

- In-depth knowledge of process management

- Good knowledge of methods related to process analysis, process mapping and process engineering

- Good knowledge of process documentation methods

- Basic experience of Lean or similar continuous improvement approaches (e.g. 6Sigma, Kepner & Tregoe).

- In-depth knowledge of change management methods

- In-depth knowledge of programme management methods

- In-depth knowledge of MS Office tools

# Why bpost?

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

Next to Belgium's leading postal operator, bpost is of course also an important parcel and e-commerce logistics provider in Europe, North-America and Asia. We deliver mail and parcels to millions of doorsteps and provide logistic services to businesses and consumers.

Is the vacancy above something for you? Then you're definitely someone who cares, who dares and who likes to work together. Because at bpost Parcels & Logistics...

...we care. bpost has always acted as a kind of link between people, societies and companies. Due to digitization, there is less contact between people, but our connecting and ubiquitous role has never been stronger. In addition to the important social services bpost provides, we are also one of the largest employers of short-schooled employees, offering them the opportunity to graduate from secondary school. You'll have an impact on society and everyone in it.

...we dare. In an economy that forces us to evolve at lighting speed, we think and act fast. We work on short-term projects, since we don't know what tomorrow will bring. We're decision-makers. We're flexible. We think internationally (while our heart is in Belgium). And we work faster and more efficiently every day through robotization and automation. Because you'll be working for the growth engine of the group.

...we work together. All the above with the realization that we're not alone. With over 34,000 employees in Belgium and across the globe, you will work in an environment that is driven by people. And our chain is only as strong as its weakest link (yes, cliche buster). That's why we are permanently connected to the business and the teams on the ground. The human dimension is of great importance within our company, at all levels. We invest in machines, but we are built on people. They are the strength of our business.