



## Product Owner Digital Execution

BRUSSEL

### External Description

#### PO DIGITAL EXECUTION

##### Goal

bpost is always on the move. We create an environment for our people with challenging projects, inspiring collaborations and the latest technologies, offering interesting job opportunities and training programs for every employee. Within this context, we are looking for a PO Digital Execution to reinforce our lead a squad of Web/App developer within our Consumer tribe.

##### Your mission

We are looking for an experienced and versatile Product Owner to join our agile organization in the role of Digital Execution. As the Product Owner for Digital Execution, you will be responsible for prioritizing and managing the backlog, driving the successful execution of digital projects, and overseeing a team of experienced web/app developers. The ideal candidate will bring a high level of seniority, strategic thinking, and a proven track record in digital product development within an agile way of working.

##### About the job

As PO Digital Execution you will be responsible for:

- Digital Strategy:
  - Set the digital channels vision & roadmap aligning projects with overarching business objectives of each segment tribe.
  - Build a common and strategic mindset to digital channels development (web, app, shop & chat), including definition and implementation of omnichannel initiatives.
  - Collect digital needs cross three different stakeholders cross the organization (Marketing, CS, sales etc)
  - Stay abreast of industry trends and emerging technologies to drive innovation within the squad & actively benchmark our digital channels vs competition and/or vs best practices in similar or adjacent markets.
  - Lead the development and execution of a comprehensive chatbot strategy, seamlessly integrating customer care excellence with a keen focus on identifying and capitalizing on commercial opportunities
- Agile squad Leadership:
  - Lead and inspire a team of experienced web/app developers in the Digital Execution squad
  - Foster a collaborative and high-performance culture within the squad, emphasizing agile principles.
  - Collaborate & align with key stakeholders to ensure a seamless integration of digital design principles into development
- Execution and delivery :
  - Own and prioritize the digital backlog, ensuring alignment with business goals and consumer needs.
  - Validate business requirements (Epics and User stories) related to the digital execution initiatives ensuring maturity and readiness with different stakeholders
  - Work closely with the development team to ensure the timely and successful delivery of digital products.
  - Prioritize and manage sprint planning, ensuring features are delivered on time and within scope
  - Oversee the end-to-end development process, ensuring timely and successful delivery of digital projects.
  - Ensure regular communication of product roadmap, performance, achievements towards key stakeholders (including Sr Management) and escalate/manage potential blocking points.
  - Monitor KPI and take corrective actions to meet them shall this be needed (incl. satisfaction, analytics, availability) in collaboration with stakeholders.
- Cross-Functional Collaboration
  - Collaborate with cross-functional teams, including marketing, development, and QA, to ensure a coordinated and efficient

delivery process.

- Act as a bridge between technical and non-technical stakeholders to facilitate effective communication.
- Work closely with stakeholders, including marketing, design, and consumer insights teams, to gather input and feedback.
- Act as the liaison between business stakeholders and the development team, ensuring clear communication and expectations.
- User-Centric Design:
  - Champion a user-centric approach, collaborating with UX/UI designers to ensure optimal user experiences.
  - Prioritize features and enhancements based on user feedback and data-driven insights.
- Senior-level Decision Making:
  - Make strategic decisions regarding product features, functionality, and priorities.
  - Utilize data and analytics to inform decisions and drive continuous improvement.
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## Your profile

- Bachelor's or Master's degree in a relevant field
- 5 to 10 years experience as a Product Owner or other team leadership role in digital product development, with a focus on web/app/e-shop and chat projects with a proven track record
- Demonstrated leadership experience in managing senior-level professionals
- Ability to deal with technical concepts and ability to effectively collaborate with IT teams (roles/responsibility, tech acumen)
- Strong strategic thinking and decision-making abilities.
- Open team player with excellent communication and collaboration skills
- Lead and motivate a web team, fostering a culture of collaboration, innovation, and continuous improvement.
- Ability to thrive and adapt in a rapidly changing environment
- Resilience: capable of working with deadlines and priorities
- FR/NL/EN: able to interact with multilingual/multicultural teams
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## Why bpost?

Like many other companies, we offer a nice package of benefits in addition to a monthly salary, including a company car, meal vouchers, hospitalisation insurance, group insurance, disability insurance, a bonus, 20 days' leave and 7 extra statutory leave days, an end-of-year bonus, double holiday pay, a lump-sum reimbursement of expenses 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 lightning 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, cliché 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.