



## Change Manager

BRUSSELS

### External Description

#### *Change Manager*

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 Change Manager who will help us rethink the possible.

Under the leadership of our Group CEO, Chris Peeters, and our Executive Committee, the company has defined an ambitious company-wide transformation program. The Group Change Management team, under the leadership of our Group Strategy & Transformation Officer, Nicolas Baise, is being set-up to support the delivery of this transformation program.

The Change Manager (the change Management Team) provides a structured change approach to facilitate all levels of the bpostgroup organization through the company's recent transformation journey.

As Change Manager you play a pivotal role in the transformation, providing expertise in change management methodologies, best practices and tools. Furthermore you will need to establish trusted relationships with the business, operations, support functions (Communication, Human resources, Social Relations,...), Senior Management and the different stakeholders of the strategic & tactical projects to coach them as sponsors and promoters of the change. The projects may include a wide variety of topics, related among other things to business unit growth strategy, customer satisfaction diagnoses, process redesign, people transformation and go to market strategy. Through their change management approach the Change Manager contributes to efficiently achieve business outcomes and required transformation.

#### **Your mission:**

##### **Communication & Interpersonal duties**

- Partner with project teams and cross-functional stakeholders (Communication, HR, Legal, ...) to align change management activities with project goals and timelines;
- Communicate effectively with leaders & employees at all levels & build a professional internal network.

##### **Organizational duties**

- Take the lead in the definition and roll-out of the change approach;
- Participation on developing and implementing the short-term and long-term targets and KPIs for change mainly in the context of strategic projects;
- Preparing the change topics for the steering committees;
- Reporting on delivery and effectiveness for all assignments;
- Time management & prioritization; Make and follow a planning.

## **Project duties**

Establishing and managing the change management aspects in different projects:

- Assessing the impact of the change by conducting or overseeing an impact analysis, assessing the predisposition to change and identifying the main stakeholders in the transformation, consolidating and monitoring the impact at program level;
- Identifying, anticipating and managing resistance at all levels of the organization;
- Putting in place a step-by-step plan and a schedule for the various phases of the project, adapting this plan based on changes to strategy or resistance to change;
- Helping project/Program managers to make a success of their projects and achieve the results the business expects;
- Coaching managers to help them to take on the role of change sponsor;
- Coordinating the development of the change adoption strategies and plans, communications, with the project members, sponsors & stakeholders ensuring the required transformation at all levels of the organisation - from managers to operational people on the field;
- Coordinating and/or delivering communications in relation to change management plans, working closely with the internal communication team;
- Coach transformation teams and leaders on guiding employees through the change journey towards successful adoption;
- Overseeing input, documenting demands and supporting the design of training programmes.

## **Tactical duties**

- Establishing and managing trusted relationships with Project Managers, sponsors, stakeholders, supporting functions and operational managers.
- Maintaining informal contacts at all levels of bpostgroup: national, regional, local;
- Identifying the stakeholders on strategic projects and take account of any conflicts of interest;
- Identifying emerging needs for change support at an early stage and documenting the internal expertise as a support option;
- Providing management with a sounding board for project concepts and ideas to refine the vision.

## **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:

- You hold a Master's or Bachelor's degree;
- At least 5 years general business, including in a relevant comparable position connected with change consulting;
- Fluency in French or Dutch with a good knowledge of the second language and English;
- Change management experience and knowledge (theory, practice, models, projects);
- Leading by influence;
- Experience in business-driven (P&L) and people-driven (HR) departments is a plus;
- Process management experience (sharp analytical insight, strong in summarising);
- Project management has no secrets for you and you are an expert in organization and planning.
- As a strong communicator, you have influencing and networking skills.

## **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
- A phone subscription and company car
- 20 days of statutory leave and 7 additional extralegal 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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