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## Senior Process Analyst - Reporting

BRUSSELS

### External Description

## Context

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 create an environment that encourages professional growth, offering stimulating projects, the latest technologies, and comprehensive training programs for all. In this context of continuous evolution and development, we are currently seeking a Business analyst 'Capacity Management'

## Your mission

In this role, you support the daily operational management and capacity optimization. You take a leading role within the control room to guide decisions, identify bottlenecks, and collaborate with various teams. Additionally, you perform in-depth analyses on the usage of lockers and post points, focusing on how they contribute to profitability. You ensure clear, data-driven insights that improve capacity usage and operational performance in the long term.

## Tasks and Responsibilities

For this position, you will end up in one of two sub-teams.

Either your focus will be much more on supporting our control room, where you will analyse problems detected at the parcel lockers, like: which problems occur, what is the impact of this on the business, how do we reduce the downtime of the lockers, etc.,...

Or you will be more involved in reporting, focusing on KPIs and more financial analyses. Ideally, you already have some experience with Power BI.

### Operational management and control room involvement

- Active role in the control room to make real-time adjustments for daily capacity challenges and manage incidents.
- Monitor and analyze real-time data for lockers and post points, with recommendations for adjustments and improvements.

### Data analysis and profitability insights

- Conduct analyses to provide insight into the impact of asset usage (lockers and post points) on profitability and costs.
- Prepare reports summarizing financial and operational performance, presenting key KPIs for strategic decision-making.

### Capacity forecasting and optimization

- Collaborate with the team to make data-driven forecasts about capacity needs based on historical data, seasonal trends, and expected peak moments.
- Develop strategies for optimal use of lockers and post points, focusing on balancing customer satisfaction and cost control.

### **Stakeholder management and multidisciplinary collaboration**

- Serve as a bridge between the Capacity Management Team, operations, and commercial teams, aiming for alignment and improvement in capacity usage.
- Support multidisciplinary projects, providing clear insights into capacity challenges and their impact on the company's profitability.

### **Process improvement**

- Identify operational improvements based on daily steering data and develop proposals that contribute to efficient capacity management.
- Propose innovative methods for capacity and cost optimization, both short-term and long-term.

### **Presentation and visualization of results**

- Develop visually impactful presentations and reports that present meaningful insights on capacity usage and profitability to stakeholders.
- Communicate analyses clearly, making complex operational and financial data understandable for various teams.

## **Profile**

- Master's degree in Business Administration, Logistics, Data Science, or a related field.
- Experience in a role as a Business Analyst (minimal experience between 2 and 5 years), preferably within logistics, capacity management, or control room management.
- Strong Excel skills for data manipulation and visualization; experience with PowerPoint for preparing management presentations.
- Excellent analytical skills with the ability to understand and communicate the impact of capacity decisions on profitability.
- Experience working with operational teams and ability to function effectively within a multidisciplinary team.
- Good communication skills, both written and verbal, for clearly conveying insights and analyses to various stakeholders.
- Basic knowledge of BI tools such as Power BI or Tableau is an advantage.
- Affinity with capacity and demand forecasting techniques.
- Experience with operational management in a control room setting is a plus.

## **Our offer**

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

Our offer includes:

- Competitive monthly salary
- Meal vouchers, phone subscription
- Hospitalization-, group- and disability insurances
- 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