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## Change & Communication Manager

BRUSSELS

### External Description

#### Change & Communication 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 & Communication Manager who is ready to rethink the possible and to drive transformation within the Service 2 Operations (S2O) department.

#### About the S2O Department:

The S2O department manages the buildings of bpost and supports the operation and transformation of the company. Our team of approximately 450 members oversees the management of 800 bpost buildings, offering services such as cleaning, maintenance, catering, energy budget management, coordinate the renovation or construction of buildings, oversee lease contracts with building owners, develop physical security protocols and more. We ensure our services continually evolve to meet the changing needs of our internal customers and align with the dynamic landscape of our world.

#### Your Mission:

As the Change and Communication Manager, your role involves providing support to S2O employees during these transformations by implementing change methodologies. You are responsible for establishing and executing a communication strategy aimed at informing and engaging S2O employees across all levels. Furthermore, you will develop and execute a communication and marketing strategy focused on fostering strong partnerships with internal customers and stakeholders.

#### Key Responsibilities:

##### **Establish and manage change management aspects in various projects:**

- Assist project/program managers in ensuring the success of their projects by establishing and monitoring project plans.

- Develop a change management approach (PROSCI ADKAR) to achieve the required transformation (eg Develop change adoption strategies, assessing the impact of the change by conducting an impact analysis, identifying, anticipating, and managing resistance to change)

- Collaborate with subject matter experts to create documentation and engaging training materials

- Provide field support to guide employees at all levels in transformation projects.

##### **Develop and implement communication plans to inform and engage employees:**

- Create and curate content for internal communication, such as newsletters, articles, presentations and adapt corporate messages for S2O employees, considering the diverse audience group.

- Assess the effectiveness of media channels and evaluate communication impact using tools like questionnaires.

Implement and manage internal communication tools such as SharePoint.

Establish a plan to promote engagement, collaboration, a sense of belonging and a 'change appetite culture' among employees.

Plan and organize internal events and meetings to keep employees informed.

Develop communication material that aligns S2O employees with the department's mission, targets, and values.

### **Internal customer & stakeholder management**

Develop and execute a communication and marketing strategy focused on fostering strong partnerships with internal customers and stakeholders, for example by creating presentations that explain our activities and prestations.

### **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:

Master's degree or equivalent.

At least 5 years of experience, including general business experience with a leadership role in change and communication consulting.

Good knowledge of the second national language; English is a plus.

Strong teamwork and collaboration skills.

Excellent organizational skills and the ability to lead change and communication approaches.

Innovative and flexible mindset.

Strong change and communication skills, including change management experience, leadership experience, process management experience, project management experience, and excellent oral and written communication skills.

Thorough knowledge of PowerPoint.

### **Our Offer**

Like a long-awaited parcel, we want to make you feel welcome and valued. Our offer includes a competitive monthly salary, that goes without saying. On top of that, you can count on:

Meal vouchers of €8 per working day

Hospitalization-, group- and disability insurances

A phone subscription, including 25GB data

A flexible remuneration plan, which allows you to customize your own benefits. A company car, bike leasing, public transportation, extra days off,... the choice is yours

Possibility to enter the Federal Mobility plan

Work/life balance, thanks to flexible working hours and the possibility to work from home

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 evolving from a Belgian postal operator to a regional and digital expert in parcel size logistics. With a focus on social and environmental sustainability, een regionale en digitale expert in pakjeslogistiek. We believe in fostering a culture that supports diversity, inclusion, and career growth—ensuring that every team member has the opportunity to thrive and succeed.

#LI-DNI

**Find out more** [about bpostgroup](#)

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**More info?**

Feel free to reach out to Sybille Bataille