

Batopin – Process & Data Analyst

Process & Data Analyst

We are building an independent ATM-network offering qualitative cash services to all individuals and merchants in Belgium. Our mission is to ensure access to cash in the long term, in a “less cash” society:

To support our expanding business, we are looking for a **Process & Data Analyst** to join our team.

Your role

As an experienced, detail-oriented process analyst with strong analytical skills and curiosity you will support the continuous improvement of our operational processes through data-driven insights.

You will play a key role in analysing business processes, identifying inefficiencies, transforming data into actionable intelligence, and supporting strategic initiatives across the organization.

What will you do

- **Process documentation:**

- o Work closely with business owners and subject matter experts to capture, structure and validate existing processes, procedures and related data flows.
- o Map end-to-end operational processes using standardized formats, tools and data-driven process indicators.
- o Analyse process data to identify gaps, overlaps, bottlenecks and critical dependencies between teams.
- o Translate data insights into opportunities for optimization, efficiency gains, risk reduction and improved service performance.

- **Process structure & methodology:**

- o Develop and maintain a company-wide process management framework, including standards, templates, versioning rules and data quality requirements.
- o Define governance principles ensuring each process has a clear owner and measurable performance indicators.
- o Introduce methods and tools for process lifecycle management, supported by reporting, dashboards and continuous improvement metrics.

- **Support & coaching:**

- o Train and coach process owners and experts to document, measure and maintain their processes based on reliable data.
- o Review process updates for structure, consistency, data quality and alignment with best practices.
- o Act as the central coordination point for process-related inquiries, data requests and improvement initiatives.

- **Continuous improvement:**

- o Support root cause analyses and optimization initiatives using process data, trend analysis and performance insights.
- o Define, monitor and report on key performance indicators (KPIs) to track process adherence, efficiency, quality and risk exposure.

What do we expect

- Bachelor's or Master's degree in Business Management, Economics, Industrial Engineering, Data Analytics or equivalent by experience.
- Minimum 5 years of experience in process analysis, business operations, data analysis, quality management or continuous improvement.
- Strong analytical and structured thinking skills, with the ability to translate complex process and data insights into clear conclusions and practical actions.
- Excellent communication and stakeholder management skills, with the ability to challenge constructively and explain data-driven recommendations clearly.
- A hands-on mindset, combined with curiosity and the ambition to grow into a broader process management, analytics or transformation role.
- Familiarity with BPMN, Lean, Six Sigma, process mining, Power BI, Excel or similar methodologies and tools is considered an asset.
- Fluency in English and Dutch or French (with a sufficient knowledge of the other language).

What do we offer

- A high-impact role at the heart of Batopin's mission
- A dynamic environment with meaningful responsibility, autonomy, and room for growth.
- The comprehensive remuneration package includes amongst other things a company car and fuel card, group and hospitalisation insurance, meal vouchers, eco-vouchers and a bonus scheme.
- Flexible working is part of our culture: you can work from home and from our offices near Brussels North Station. We operate a hybrid working model with two mandatory office days per week.

<https://batopin.be>