

Batopin – Process & Scheme Manager

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As our Process & Scheme Manager you are responsible for the introduction, management and optimization of business schemes and processes to enforce and support the operation of Batopin. You also play an important role in the management of our member contracts.

What will you do

- Conduct thorough assessments of current business schemes and processes to identify inefficiencies and opportunities for enhancement
- Develop, test and implement business schemes and processes to align with the needs of the organization and industry
- Maintain accurate and up-to-date documentation of business requirements, process flows, and project deliverables
- Collaborate effectively with cross-functional teams, including operations, IT and management.
- Provide training and resources to facilitate staff adoption of new processes
- Manage the member contracts

What do we expect

- Master or Bachelor in a relevant field (e.g., Business Administration, Information Technology) or equivalent experience.
- Mother tongue Dutch or French with a profound knowledge of English.
- Proven experience in service management, preferably in a supervisory or managerial role.
- Strong understanding of service delivery processes, including incident management, problem management, change management, and service level management.
- Excellent analytical and problem-solving skills.
- Proficiency in data analysis and reporting tools.
- Strong communication and interpersonal skills.
- Ability to manage multiple priorities and meet deadlines.

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.

- You have the possibility to work from home but you're always welcome in our offices near Brussels North Station.

<https://batopin.be>