



**ARVAL**  
BNP PARIBAS GROUP

**Arval**, a BNP Paribas Group Company was founded in 1989 as a specialist in full-service vehicle leasing and new mobility solutions for its customers, ranging from large international corporate groups to smaller companies and individual retail clients. More recently, we have diversified our business to become a key player in integrated mobility, addressing a wider audience that includes drivers and private individuals.

**Arval Luxembourg** enthusiastically manages more than **15,000 vehicles** for its national and international customers and positions itself as a major player in the Grand-Ducal market. **Arval Luxembourg** is a dynamic company, on a human scale and in strong growth.

As part of the development of our activity, we are looking for a:

## **Head of Business Transformation (full time / permanent contract) - EN/FR**

Report to Country General Manager and as a Key role will be member of Extended Executive Committee of Arval Luxembourg (Extended COMEX).

### **Mission**

In a context of fast moving operational leasing market, the Head of Business Transformation is managing actively the transformation and adaptation of our business, our systems, our culture and our people to the new challenges of our industry (mobility, digitalization, energy transition, ...).

In this respect the main missions are:

- To support the company in the definition, optimization and management of the processes and digital platforms, together with the heads of business lines and in line with Arval strategies.
- To animate the various areas, to deal with piloting of the transversal processes and projects, and to pilot the continuous improvement and automation.
- To animate and steer the data value initiatives, contributing to the data privacy, quality and security.
- To increase the quality standards and employees awareness on quality and customer experience.
- To monitor and support the business to reduce the Operational risk of the company.
- To manage the Business Continuity Plan in compliance with the Group's policies and guidelines.
- To manage and develop a team of experts from the 5 domains of responsibility listed here below

### **Area of responsibility are :**

#### **Operational Permanent Control**

- Define and implement, jointly with the CRO and ORC local functions, a program covering identification of operational risks, control plan and IG recommendations closure.
- Facilitate the risk & control framework design / implementation / maintenance, across all departments, via a team of Operational Permanent Controllers (OPCs).

#### **Customer Experience and Quality**

- Define and follow up the quality plans and manage the complaint management process.

- Deploy, monitor and improve the NPS program and other Voice of the customer programs and surveys, spread the service culture as well.

### **Business processes and Robotic Process Automation**

- Define and follow up the improvement plans for the processes and organization in line with Arval strategy.
- Lead, support and promote initiatives aiming at improving processing efficiencies which may need re-engineering initiatives, work flow management and Robotic Process Automation.

### **Data Protection**

- Develop the data intelligence capabilities oriented to efficiency and business activity follow up.
- Asses the business on Data protection and implement the requirements of the GDPR.

### **Project Management**

- Coordinate the declination of Country strategy into a set of coherent projects.
- Monitor the strategic projects.

### **Interface with other functions :**

- Active participation to Corporate BT governance and BT community..
- All Arval Country Functions and Regional Community.
- Regional CRO and ORC.
- Corporate Functions, Corporate BT, Business Engineering, One IT.

### **Your profile**

#### **Qualifications / Experience required**

- A degree in economics, business administration or a comparable qualification.
- At least 10 years of practical professional experience in a comparable position in the field of business transformation, corporate development or strategic management and people management.
- Feel comfortable in complex international projects with a strong IT component.
- Possess in-depth knowledge in the areas of project management, process optimization and change management, ideally you have already managed migration projects, transformation programs or PMI projects on an international level.
- Analytical and conceptual way of thinking.
- Excellent communication skills, persuasiveness and assertiveness.
- Fluent in French and English (written and spoken).
- Extensive experience in the area of risk management / quality management of a regulated company.

**Interested ? please send us your application to [jobs@arval.lu](mailto:jobs@arval.lu) by 08<sup>th</sup> July 2024 at the latest**