



Program Business Manager

Location: Brussels

Do you want to start an ambitious and challenging career?

Would you like to work in an exciting and fun environment?

Do you thrive in work environments that push you to be your best?

Taleo Consulting is an international management consulting group with offices in **France, Luxembourg, Belgium, The Netherlands, Switzerland, Spain, Singapore, Portugal, and Italy.**

We've grown into a team of **450+ talented professionals** across **10 offices worldwide**, partnering with leading organizations in **Financial, Life Sciences, Retail, and Energy** - Sectors, to drive transformation and deliver lasting impact.

At Taleo, you'll find more than just a job. You'll join a community of ambitious consultants who share a passion for growth, innovation, and teamwork. Together, we create an environment where you can develop your skills, take on new challenges, and truly make a difference.

What will you do?

We believe that we grow as our people grow. Motivated professionals make a difference. Not just for themselves, but also for our customers.

We are looking for people who share our corporate values among our local and international networks and promote close relationships with our customers and internal teams. Taleo's success depends on the talent of its employees, therefore we are looking for an enthusiastic Program Business Manager:

At Tribe Customers our mission is to ensure that BNP Paribas Fortis knows its customers and can interact with them accordingly. We realize this mission with a team of 75 professionals, focused on providing our organization with access to correct and up to-date customer data, on providing the capabilities to optimally manage each phase of the customer lifecycle (including Financial Security), and on facilitating customer relationship-related interactions. Each capability consists of tools and processes that together ensure we manage the overarching customer and employee journeys in an end-to-end manners. In doing so we support the personalized character of our customer interactions and we contribute significantly to BNP Paribas Fortis' purpose to be a trusted financial partner. We are seeking



an experienced Program Manager to lead the integration of internal tools and processes with an external partner as part of an organisation-wide outsourcing exercise. The successful candidate will be responsible for ensuring a seamless transition of services, minimizing disruption to business operations, and maximizing the benefits of the outsourcing arrangement

How do we imagine our future Program Business Manager?

- Develop and execute a comprehensive integration plan, including timelines, milestones, and resource allocation
- Collaborate with internal stakeholders, including operations, IT, and control functions, to identify and document existing processes and tools
- Work closely with the external partner to understand their systems, processes, and requirement
- Lead the design and implementation of integrated solutions, ensuring alignment with organisational goals and objectives
- Identify and mitigate risks associated with the integration, and develop contingency plans as needed
- Monitor and report on progress, providing regular updates to senior management and stakeholder
- Ensure compliance with organisational policies, procedures, and regulatory requirements

We hire great people and give them the playing field to become awesome!

REQUIRED SKILLS & QUALIFICATIONS

Required Experience: At least 10 years of relevant experience

Language requirements:

Dutch → Strong written and spoken communication skills,

OR

French → Strong written and spoken communication skills

AND

English → Strong written and spoken communication skills

- Proven experience in program/project management, preferably in a transversal context
- Strong understanding of business operations, IT, and process management, in a banking context
- Excellent communication, stakeholder management, and interpersonal skills



- Ability to work in a fast-paced environment, prioritizing multiple tasks and deadlines
- Strong analytical and problem-solving skills, with attention to detail and ability to think critically
- Experience with Agile at Scale methodologies

Rather than a diploma or extensive experience, it's your state of mind that will allow you to reach your potential and meet the target with Taleo!

HIGHLY APPRECIATED

- Prior work experience with BNPP Fortis

Why should you join us?

You will be part of a talented and dynamic team! You will be able to benefit from career advancement and have the possibility to develop international and long-lasting work relationships.

If these words resonate with you and you identify with this description, send us your CV! We will be delighted to meet you.

