

## Senior Consultant in Digital Transformation, Insurance

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Company: Michael Page

Location: Brussels

Category: other-general

For our clients in the insurance sector:

You will intervene in all phases of digital transformation projects: opportunity and feasibility studies; framing, steering, change management, and monitoring of indicators.

You will address topics such as: definition of digital models, digitalization and optimization of processes, implementation of dematerialized products and services, redesign of self-care, optimization of customer journeys, implementation of innovative building blocks (blockchain, AI, RPA, etc.).

You may also be required to address more global issues: customer experience, customer relationship, omnichannel. Internally: You will participate in responses to calls for tenders in your specialty.

You will contribute to recruitment and business development.

You will act as a reference for more junior consultants.

You will actively participate in initiatives around your communities, Centers of Excellence, and R&D programs.

You will be an ambassador and participant in the group's CSR initiatives (e.g., skills sponsorship).

You have between 5 and 8 years of experience in digital transformation, customer journey in the insurance world, mutuals, or brokerage.

You master the methods commonly used in digital projects (Agile, Service Blueprint, Design Thinking, etc.) as well as the necessary tools (JIRA, etc.) for the implementation of these projects.

You are familiar with one or more specific professions related to the insurance world: life, non-life, P&C, etc.

You have a culture of commitment, team spirit, and share the values of Square Management.

You speak and write English. You hold a Master's degree (BAC+5)

English, Dutch, French --> Fluent

An environment where you support the Beyond Banking strategy of the Bank

Coaching and support when you are new to the role of Business Analyst

An agile environment where team collaboration is one of our strong focusses

Transversal role allowing you to learn and experience different aspects within our cluster

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