



THE WORLD OF WORK IN THE POSTAL SECTOR IN 2030

Postal Sector Evolution Working Group

EUROPEAN SOCIAL DIALOGUE COMMITTEE FOR THE POSTAL SECTOR

PostEurop®



THE ECOSYSTEM



EUROPEAN SOCIAL DIALOGUE COMMITTEE FOR THE POSTAL SECTOR

PostEurop®



ON THE FIELD



EUROPEAN SOCIAL DIALOGUE COMMITTEE FOR THE POSTAL SECTOR

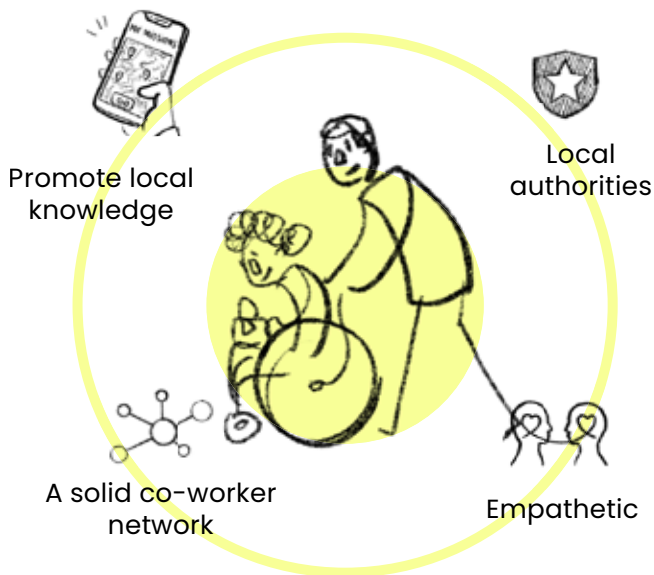
PostEurop®





ON THE
FIELD

THE CONCIERGE



EUROPEAN SOCIAL DIALOGUE COMMITTEE FOR THE POSTAL SECTOR

After working for years as a delivery postman in a big city, I decided to return to my native region to enjoy my family and get back in touch with my roots.

To do this, I decided to become a full-time Concierge for the Post. What I liked about my last delivery job was the social spirit, the fact that I could drop in on people's homes and help them... and today, being able to do that is more than I can ask for from a job, especially in **a neighborhood I know well and where I have always felt at ease**. Here, people know each other, so the concierge job is motivating, especially if you have the necessary skills and tools.

To briefly explain my job, **I provide social services. This includes helping the elderly, looking after children, directing customers and so on. And knowing the village I work in by heart makes it easier for me to meet the needs of my job.**

MY SKILLS...

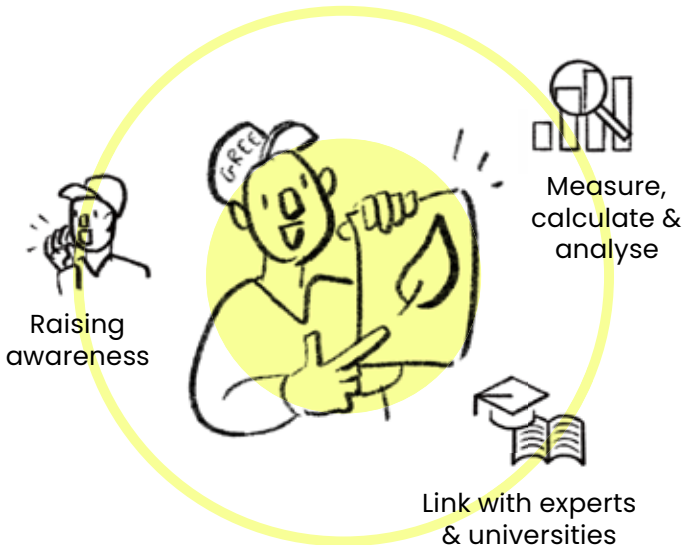
- **Soft and people skills:** to be able to assist customers and provide them what they need
- **Communication skills:** ability to communicate empathetically with customers and with professionals (e.g. in the healthcare field)
- **Knowledge of healthcare basics** (child and elderly care) without being an expert
- **Digital skills:** being able to use digital platforms to access my assignments and collaborate with colleagues to share information
- **Local knowledge:** to best meet customers needs and help promote local features through local guides and blogs



ON THE
FIELD

BACK
OFFICE
DATA

THE SUSTAINABILITY CONSULTANT



EUROPEAN SOCIAL DIALOGUE COMMITTEE FOR THE POSTAL SECTOR

PostEurop®



Sustainability has become a necessity not only for companies but also for households. It was in this spirit and with my “green” sensibility that I pursued my studies and my career with **the aim of raising awareness of the importance of greener solutions.**

Today being a postal employee enables me to put my knowledge into practice. Behind the title of consultant, there is **both the operational and the theoretical side, a field worker and a back officer.**

In other words, I observe customer households to **measure, calculate and analyze energy consumption and efficiency in order to identify opportunities for improving practices to reduce customers’ energy footprints.** I also **work with external experts and universities to raise awareness on “green” solutions** in the public. I also have to **keep abreast of the latest sustainability initiatives and the various “green” solutions** that are being developed, as well as the **financial opportunities** that could help our customers become more environmentally-friendly and achieve concrete energy savings.

MY SKILLS...

- **Technical and analytical skills:** to measure, calculate and evaluate energy consumption and uses
- **Digital skills:** use of tools and software to measure consumption and use of communication platforms to follow up on advice.
- **Communication and soft skills:** to raise awareness and understand consumers’ needs in terms of green solutions
- **Local and field knowledge** to create networks and partnerships with local authorities, energy suppliers and energy experts
- **Curiosity** about science and new trends: keep abreast of the latest research and initiatives in green solutions



ON THE
FIELD

THE SERVICES POSTMAN



Deliver social
and healthcare
services



Data
intelligence
officer

EUROPEAN SOCIAL DIALOGUE COMMITTEE FOR THE POSTAL SECTOR



You may be wondering what's behind my title? Well, I work **to transform the postal presence, especially in rural areas, into added value for all.** My position can be **part-time** in addition to **a delivery role for full-time employment.**

I am a multi-tasker with a two-folded mission:

- > **I collect data on the territory** (social, climatic, traffic, topography...) that I then transfer to the **Data Intelligence Analyst**
- > **I deliver social and basic healthcare services** to inhabitants (health self-check kits or meals for example)

My role is to make sure inhabitants, especially those in rural areas (with less access to post offices and other services) get **the best access to social services**, while **contributing to the big picture of knowledge** that allows the Post to **anticipate** the needs of my territory.

In case of emergency and heavy disruptions, I become part of the Continuity team, under the **leadership of the Postal Marshal.**

MY SKILLS...

My fundamental skills as a postman remain crucial

- Relational skills and customers' service orientation
- Thoroughness and organisation
- Knowledge of my area

On top of that, a varied set of skills allow me to achieve my multi-folded mission:

- ICT skills for data collection, mastering tech tools and practices
- Communication and relational skills as my relationship with users spans wider than before
- Basic medical know-how (testing etc.)
- Openness, creativity and flexibility: being a service postman, I know that my tasks and functions can evolve, and I am always ready to go with the flow of transformation, with the best service in mind

FRONT OFFICE

CONCIERGE



POSTAL MARSHAL



CONTINUITY SPECIALIST



REMOTE ASSISTANT



INNOVATION CATALYST



AGORA COORDINATOR



Post Service



INTELLIGENCE ANALYST



GLOCAL STRATEGIST



WELL-BEING COACH



SKILLS & TALENT DIRECTOR



EUROPEAN SOCIAL DIALOGUE COMMITTEE FOR THE POSTAL SECTOR

PostEurop®





FRONT
OFFICE

THE POSTAL MARSHAL



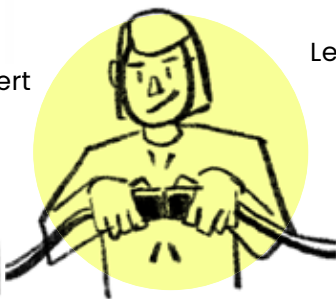
Emergency expert
departments



Leadership



Service continuity



Swiss knife
mailman

EUROPEAN SOCIAL DIALOGUE COMMITTEE FOR THE POSTAL SECTOR

PostEurop®



UNI
and
europas

CESI



I play an essential role in the Post **disaster response strategy**. Climate change has brought frequent and unpredictable natural catastrophes, that impact territorial and infrastructure organisations as well as energy supply across the territory. I sprint into action to **ensure service continuity** when a power shortage puts the latest technology out of order and only the **“old ways”** can save the day. My activities are location-oriented, I know well my territory and its network of actors to activate in case of emergency. I apply security policies on the field and make sure all the basics for safe service are covered at all times. I coordinate with local postal key actors (**Agora Coordinator, Services Postman**) and remote experts that keep me posted on the evolution of the situation with a bird’s eye view and provide me with critical training and tools (**Continuity Specialist**).



MY SKILLS...

Territorial knowledge: I know well the specificities and main public and private actors of my region.

Low-tech delivery techniques: my founding skill is the practical knowledge of how to deliver postal services in low-tech ways. Moreover, I have a varied set of skills centered on service continuity:

- **Planning and anticipatory protocols:** when there are no emergencies, I am constantly following up on risk preventions and policies, conducting scheduled screenings
- **Budget management** to keep my crisis toolbox updated and ready to use
- **Training “safety officers on the field”** that become my team in case of an emergency (ex the mailman that turn into a member of a local taskforce)

In the midst of a crisis, my most crucial skill is **leadership**, in order to keep my teams on the field focused, empowered, and safe.

Evolutive toolbox

Tools will be different depending on the disaster event. The toolbox will be recommended by the Expert Emergency Dpt (EED) considering the disaster. Essential tools include: State-of-the-art channels of communication, live mapping of assistance from support teams on the field.



FRONT
OFFICE

THE REMOTE ASSISTANT



Fast
reaction



Community
centers



Digital skills

EUROPEAN SOCIAL DIALOGUE COMMITTEE FOR THE POSTAL SECTOR

PostEurop®



UNI
and
europa

CESI



The post office where I work has become a self-service post office; **it's fully autonomous and customers can do everything on their own thanks to AI.** You think this would have an impact on the people who used to work in post offices, myself included? Well, that's not the case.

I'm now a remote assistant and in fact for personal and family reasons, it suits me well because **I can work from home.**

If one of the customers in the post office I'm attached to needs help, I **determine the best solution based on the problem and details provided by customers.**

Indeed, even technology can fail or be complicated to use for some people, so **I'm there to help virtually or to send someone from our team out into the field to help physically if necessary.**

> **I also provide remote administrative support to customers without them having to go to the post office (tax payments, transactions, etc.)**

My working hours are also flexible. **I can choose to work full-time or part-time.**

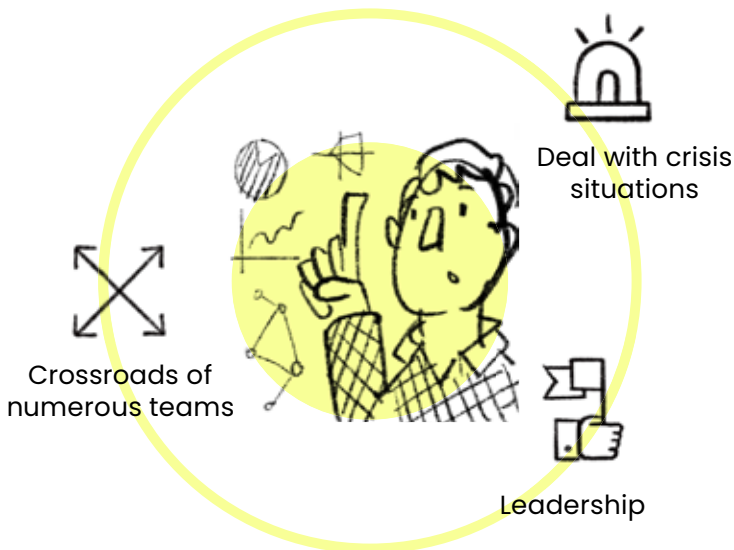
MY SKILLS...

- **Digital skills:** being able to use communication platforms with customers and colleagues, as well as tools that enable me to do my job properly
- **Communication and pedagogical skills** via telephone, e-mail and instant messaging
- **Time management & organisational skills:** in times of high demand, I need to be able to organise and manage different requests in terms of priority and urgency
- **Previous experience in front office**



FRONT
OFFICE

THE CONTINUITY SPECIALIST



EUROPEAN SOCIAL DIALOGUE COMMITTEE FOR THE POSTAL SECTOR

PostEurop®



UNI
and
EUROPA

CESI



I am driven by one fundamental goal: **ensure that postal service never stops**, under any circumstances. I am both involved in times of crisis to deploy quickly a continuity plan and in “normal” times to prepare and anticipate any risk situation. My work consists of imagining and defining a **variety of crisis scenario** (health, climate etc.) and then plan for the adequate resource and processes that would allow postal services to still be delivered. **I work at the crossroads of numerous teams:** parallel managers who develop postal services, postal workers on the field who keep me updated with valuable, live information, and intervention teams that can deploy our continuity plans (**Postal Marshall**). **I coordinate with national and local governments** to prepare disaster response plan that involve local actors. Finally, new, effective protocols need innovation: that’s why **I collaborate with a group of researchers to keep our protocols up to date** with the latest findings and technologies.



MY SKILLS...

I juggle multiple skills and interact with a large spectrum of professionals. My activities make my days very rich and diverse and I have to be ready to work at different paces.

In times of crisis my key skills are:

- Leadership
- Effective communication
- Stress management
- Technical knowledge allowing me to understand the unfolding and the risks of different situations (earthquakes, power shortages, floods...)

In times of anticipation and prevention my key skills are:

- Creativity: imagining crisis scenarios and “playing” with them, through iterative tests
- Sustainable directions and long-term thinking: I plan ahead for the year to come but also for the next 100 years
- Project management and relational skills to coordinate a vast, diverse group of technicians and pull together effective continuity plans
- Good knowledge and relations with public government that we rely upon to set up our continuity plans
- Data analysis: a crucial asset for risk prediction



FRONT
OFFICE

THE AGORA COORDINATOR



Planner



Relational
skills



A connecting
piece

EUROPEAN SOCIAL DIALOGUE COMMITTEE FOR THE POSTAL SECTOR



The Post Office's today **caters to a wide range of needs and performs multiple services**, providing a space for social interactions, projects, activities...it has become a hub for the community's life and supports local economic development, job creation and matching, local art, decision making, conflict settling... Like the Agora in Ancient Greece, **the Agora Post Office is a space for public life to thrive.**

I am the **versatile, highly relational professional** who supervises the Agora's bustling activity. First and foremost **I am a mediator and a connecting piece** between all the Agora's activities, fostering synergies and making space for the paramount projects that benefit the community. **My goal is that the Agora is identified as a welcoming place for all, and that it stays agile**, always ready to face new requests and turn them into a success for inhabitants. **I coordinate with the network of Agoras across European countries:** we make sure the service is consistent while keeping our activities relevant at a local level.



MY SKILLS...

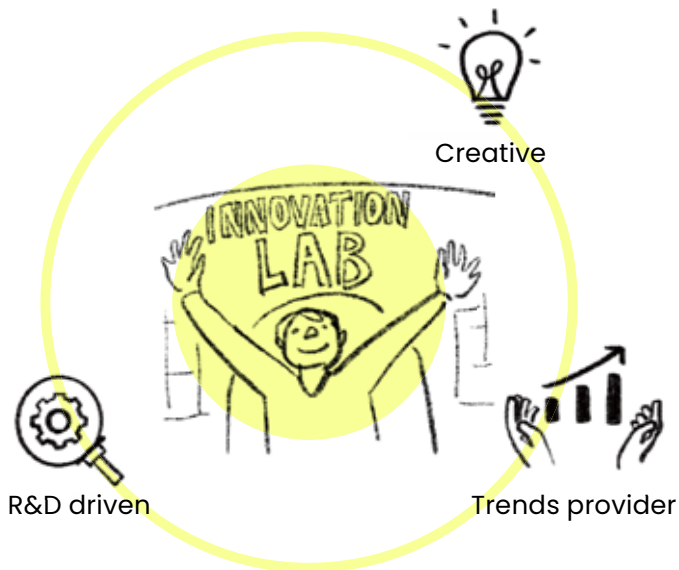
- **Logistic skills:** to ensure the proper functioning of the Agora
- **Organisational skills:** to organise, plan and facilitate Agora activities
- **Solution-oriented mindset:** to develop objectives and solutions after exploring and analyzing current problems
- **Good communication skills:** to deal with the different stakeholders and advise citizens
- Good knowledge of the territory and of its main actors
- **Soft skills:** Flexibility, Adaptability, Self-organising, Rigorous and Relational skills



FRONT
OFFICE

BACK
OFFICE
DATA

INNOVATION CATALYST



EUROPEAN SOCIAL DIALOGUE COMMITTEE FOR THE POSTAL SECTOR

PostEurop®



Each European region has its own co-innovation laboratory.

I'm **the catalyst** for one of these regional innovation centers. For me, it's a stimulating job that gives me the opportunity to take a look into the future.

I coordinate and lead working sessions between postal managers, the R&D department, laboratory researchers, engineers as well as customers and the external eco-system to identify postal needs and areas where innovation is required.

I also organize events: I set up open days at the lab to showcase the latest innovations and provide post offices and customers with the latest information and trends.

In addition to coordinating the co-innovation lab, I am **also identified as a global solutions expert as I conduct market research and analyze worldwide trends** to identify the best experience to offer our customers.



MY SKILLS...

- **Innovative and creative mindset:** to imagine and provide the latest innovation solutions to postal offices and customers
- **Management skills:** responsible for the co-innovation laboratory and coordinate its activities and events
- **Analytical mindset and R&D driven:** analysis of market trends
- **Good communication skills:** to voice-out my ideas and onboard stakeholders

BACK OFFICE DATA



EUROPEAN SOCIAL DIALOGUE COMMITTEE FOR THE POSTAL SECTOR

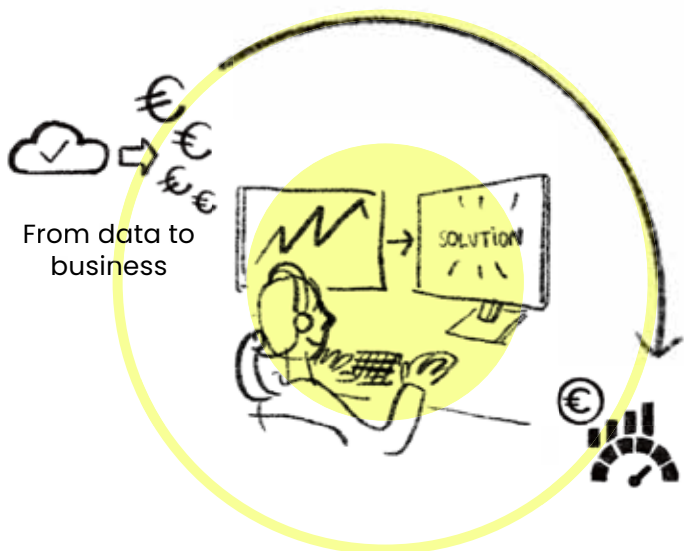
PostEurop®





BACK
OFFICE
DATA

THE DATA INTELLIGENCE ANALYST



EUROPEAN SOCIAL DIALOGUE COMMITTEE FOR THE POSTAL SECTOR

PostEurop®



Data has become an inevitable and essential part of our lives. I speak and love the language of data.

I collect and extract the data sources collected by our front desk and field desk employees in order to exploit and interpret the data to derive useful business observations.

My greatest strength is my ability to translate data into business opportunities.

My analyses are used to formulate strategic recommendations for local post offices but also to develop new business models and improve performance for the postal sector.

Beyond that, I **also keep an eye on new tools to improve data analysis.**



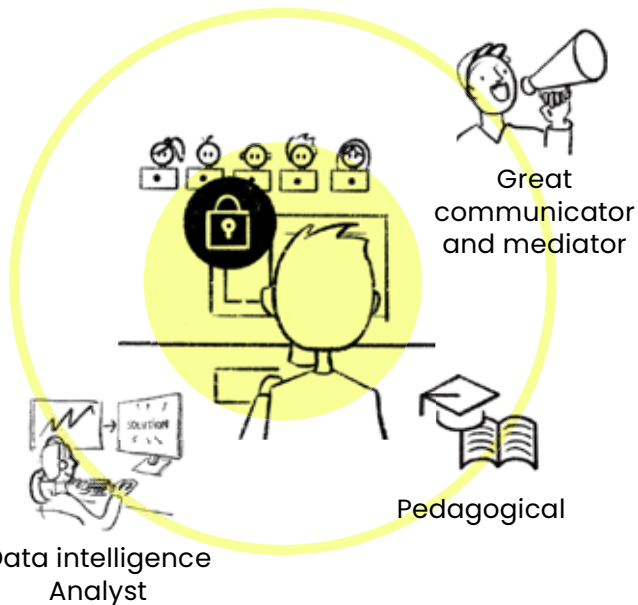
MY SKILLS...

- **Big Data tools & expertise:** working with data means working with systems that process and analyze it
- **Analytical skills:** I have the ability to think critically when analyzing data, make difficult decisions and solve complex business problems
- **Business & strategic mindset:** to provide business recommendations to different stakeholders
- **Able to work and coordinate with different expertises.**
- **Risk analysis:** communicate and analyze the level of risk before and during cyber attacks, and develop cybersecurity solutions



BACK
OFFICE
DATA

THE DATA SECURITY OFFICER



EUROPEAN SOCIAL DIALOGUE COMMITTEE FOR THE POSTAL SECTOR

Attached to the Data Department and working closely with the **Data Intelligence Analyst**, my role is to **ensure the protection of data collected and processed by the Post**.

I am also **responsible for raising awareness of data protection compliance** among employees and users.

- > **I train postal staff involved in data collection and processing**, ensuring that applicable data protection rules are respected
- > **I put in place personal data clear out operations** to ensure that users' data (e.g. health data) is stored with good reason and not beyond the agreed deadline for processing

MY SKILLS...

I work at the crossroad of technical, legal, ethical and human stakes. My skills include:

- **Expertise in big data and data processing.** I don't do that myself but I am able to understand how it works and the technicalities of this area
- **Legal expertise:** law and regulatory knowledge, always updated with the latest legal evolutions at a national and European level

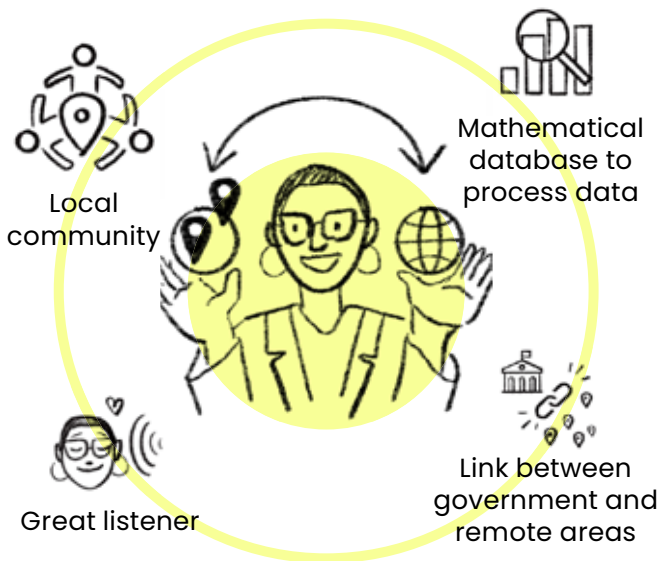
In the soft skill realm:

- I am an excellent **communicator** and **mediator**
- **Pedagogical** ability, allowing me to **popularise** data-related processes and rules to the rest of my organisation
- In my personal attitude, I lead myself with caution and respect of data privacy: I respect boundaries and I am great at "reading the room" to know what can be shared and when. This makes me a **trustworthy colleague, one that can be trusted with sensitive information**



BACK
OFFICE
DATA

THE GLOBAL STRATEGIST



EUROPEAN SOCIAL DIALOGUE COMMITTEE FOR THE POSTAL SECTOR

PostEurop®



UNI
and
europa

CESI



I am a **powerful liaison** between the central government and the remote areas, actually ONE area that I know perfectly well and follow closely in its social and economic development. My role is to **peer through the needs and stakes that the territory presents** in order to **detect opportunities** to make the local community thrive. I collect diverse data and continuously exchange with people on the field to keep a good sense of local priorities. Then I **coordinate with central government** in order to pull budgets and resources to implement what needs to be done, while keeping in mind the bigger picture of national and European stakes. My role is to **foster innovation** that is not imposed on a territory but rather demanded and executed in a meaningful way for the people and their environment.

I also foster **local training and reskilling** according to strategy plan, and I make a point of reusing existing assets and available employees for new projects, always under **agreement with local parties**.



MY SKILLS...

My perimeter is in-between center and local powers and my mediator, diplomatic, yet result-driven approach is crucial in the achievement of my missions.

On the local side I need to master:

- deep listening, in order to understand local specificities
- multi-disciplinary toolbox to understand and navigate political, anthropological, environmental, financial stakes

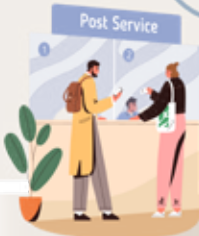
On the global side I need to master:

- public relations: what I say and disseminate about “my” region will have a huge impact in the development of local services and opportunities
- coordination with other glocal strategist to ensure a common European strategy, providing basic opportunities for all

My digital and physical toolbox is made up of:

- regional database (needs, assets, relations)
- workstation for data collection
- mathematical models to process data

BACK OFFICE HR



EUROPEAN SOCIAL DIALOGUE COMMITTEE FOR THE POSTAL SECTOR

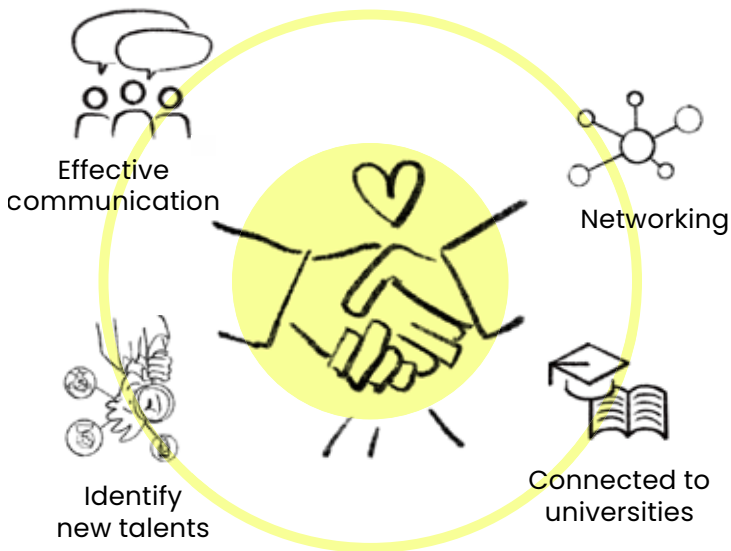
PostEurop®





BACK
OFFICE
HR

THE SKILLS & TALENT EXPERT



EUROPEAN SOCIAL DIALOGUE COMMITTEE FOR THE POSTAL SECTOR



I am part of the Human Resources team and **my job is to find new talents for my postal organisation**. Once on board, I support them in their integration process and in their professional progression nationwide and across Europe.

I'm also responsible for ensuring that our employees are properly trained. To do this, I work closely with **the well-being coach** to identify employees' needs in terms of technical training and soft skills, and then put them in touch with appropriate training courses or mentors.

For that, I need a good training network. So I'm always in touch with universities, training centers and other postal organisations across Europe to find out what's going on elsewhere in terms of training, **creating new jobs to meet the needs of the new generation, and identifying and nurturing new talent**.

MY SKILLS...

A huge part of my job is relational as I need to onboard and engage people in their own development.

For this, my key skills are:

- **Effective communication** and leadership
- Management and decision making processes
- **Pedagogical abilities**
- Deep listening, to detect the true needs and aspirations of employees
- Hands-on approach, leading by example, fostering proximity and trust with employees
- **Knowledge of human behaviour and psychology** in a complex organisation
- Networking and public relations, mediating and translating in order to bridge needs and opportunities

When it comes to actually upskilling and reskilling employees, **I also need to master the latest educational technologies:**

- Digital skills: at ease with educational platforms and tools
- Innovative content creation



BACK
OFFICE
HR

THE WELL-BEING COACH



Improve
employees
performance



Caring
for others



Empathetic

EUROPEAN SOCIAL DIALOGUE COMMITTEE FOR THE POSTAL SECTOR

PostEurop®



UNI
and
CESI
EUROPEAN
COMMITTEE
FOR THE
POSTAL
SECTOR

CESI



In a world where **mental health, well-being and work-life balance are more topical than ever**, my role has become essential. Companies increasingly understand that performance cannot be achieved without the employees' emotional and social well-being at work.

Working in the postal Human Resources department, my role is to **look after the well-being of all employees and foster an empowering work environment, wherever that is at the office, on the field, and remotely.**

I put in place **regular check-ups** to follow the evolution of employees throughout their year and their life, and I put special emphasis on **accompanying them through job transitions and new functions.**

I work to disseminate at an organisational and individual level **the importance of emotions at work** and how to act upon (and not against) them to build a more powerful and durable workforce. I provide support tools to employees so that they can express their needs and find adequate solutions to prevent or face any problematic situation.

MY SKILLS...

My job requires a lot of empathy and listening and a deep knowledge of human behaviour and psychology.

- **Relational skills:** empathy, deep listening, non-violent communication
- At the same time, I have to be an expert of the structure and processes of the organisation** in order to always be relevant in my coaching inputs.
- Mastering HR structure, goals and practices as well as having a good network of HR experts
 - Knowledge of trade union processes and social dialogue