



Vzdelávanie a kultúra

Program celoživotného vzdelávania



Národná agentúra
Programu celoživotného vzdelávania

ERASMUS+ Traineeship in Companies

Placement Description: Process Analyst in Enterprise PMO under Bank CFO (CSOB Financial Group)

COMPANY OVERVIEW

NAME OF THE COMPANY	ČSOB Financial Group (Československá obchodná banka Finančná skupina)
ADDRESS	Michalská 18 815 63 Bratislava
COUNTRY	Slovakia
WEB PAGE	Web page of CSOB: www.csob.sk/o-nas Linked In of CSOB: ČSOB Finančná skupina

SHORT INFORMATION ABOUT COMPANY

CSOB Financial Group offers outstanding range of services and products, including mortgages, consumer loans, savings and investment products, current accounts, as well as insurance, building savings, leasing and factoring.

The CSOB group in Slovakia comprises the following companies: CSOB Bank, CSOB Insurance, KBC Asset Management, CSOB Leasing, CSOB Building Association, CSOB Factoring and CSOB Foundation. CSOB Financial group is a member of the European integrated bancassurance group KBC, operating in certain countries in Central and Eastern Europe, with its headquarters in Belgium.

Client orientation, individual approach and respect is our top priority, because we consider **the trust and loyalty of our clients** to be the highest principle of all our operations. Based on the **efficiency**, enterprising spirit and capacity for **innovation**, we aim to provide the best and **the most complex solutions for our customers**. Besides the mentioned, we earn the loyalty of our employees, guarantee a high return to our shareholders and contribute towards the economic, social and cultural development of the community, to which we belong.

CONTACT DETAILS

CONTACT PERSON	Radoslav Mahút
CONTACT DETAILS (E-MAIL, TEL. NO.)	Radoslav Mahút RaMahut@csob.sk 00421 259 666 030 00421 910 192 450

REQUESTED ERASMUS STUDENT PROFILE

FIELD OF STUDIES/ PROFESSIONAL AREAS OF INTEREST	Any of: Economics, Banking, Finance, ICT Architecture
TASKS	Mapping, Analysis and Optimization of relevant Business Processes in the Bank and ICT
REQUIREMENTS	

	<p><u>Must have skills:</u></p> <ul style="list-style-type: none"> - Fluent English - Good command of Slovak or Czech language a must (due to communication across bank and with external partners) - Very good PC skills (MS Excel, MS Powerpoint; MS Visio is advantage) <p><u>Mindset:</u></p> <p>Creativity is encouraged, innovation is expected, and healthy disregard for the impossible is welcomed/ provoked.</p> <p>Willingness to ask tough questions and challenge the status quo of the company's practices is accepted – because the supervisors of the Interns are aware that they are not only teaching, but also learning simultaneously.</p> <p>For the fulfillment of the Intern's requirements is necessary continuous self improvement. On the other hand, support, mentoring and feedback will be provided to the greatest possible extent.</p> <p>Willingness to learn is inevitable.</p>
<p>MEASURABLE RESULTS EXPECTED FROM INTERN</p>	<p>based on: Voice of Internal Customer (VoC) measurement = measurement of quality of services, that are delivered to the internal customer - in this case, is the internal customer ePMO Director</p> <ul style="list-style-type: none"> - minimum score 4 out of 5 possible points <ul style="list-style-type: none"> 1 – 3 point/s = non satisfying 4 – 5 points = satisfying
<p>KEY LEARNING POINTS THAT THE INTERN MIGHT OBTAIN DURING THE INTERNSHIP</p>	<ul style="list-style-type: none"> - Customer Value Proposition (Business model canvas, Customer experience techniques) - Business Strategy build - Value stream mapping (business process modeling) - Business Case modeling - Communication Skills and Teamwork
<p>PAYMENT OR OTHER BENEFITS</p>	<p>We offer the professional/interesting opportunity to learn about all aspects of Banking business by shadowing Process Architect under CFO</p> <ul style="list-style-type: none"> - The intern covers living expenses from Erasmus grant
<p>WORKING TIME and TOTAL HOURS OF WORK PER WEEK</p>	<p>flexible working time with the compulsory time range being: from 9 a.m. till 3 p.m. (and optional time range within 7-9 a.m. and 3–5 p.m.)</p> <p>total hours: 40 hours/week</p>
<p>PLACEMENT DURATION</p>	<p>Min 3 to max 6 months</p>
<p>PLACEMENT PERIOD (FROM - TO)</p>	<p>Since 01/07/2014 (July 2014)</p>

APPLICATION PROCEDURE

WHO TO APPLY TO	Radoslav Mahút RaMahut@csob.sk
DEADLINE FOR APPLICATIONS	01/ 04/ 2014
APPLICATION PROCESS	<p>In order to apply, the candidate has to send:</p> <ul style="list-style-type: none">– CV– 1 x A4 cover letter in English (topics bellow)– and any other relevant information <p>Cover letter topics for one A4 page (each topic half a page):</p> <ol style="list-style-type: none">1.) What the banking and insurance businesses have in common? How they can integrate their businesses in order to better address the Customer needs?2.) Could you describe the recent situation that pushed you to the edges of your comfort zone/forced you to push your limits? What learning points did you derive from this experience and how did you apply them in the new situation/context?