*** ***

***ERASMUS+ Traineeship in Companies***

Placement Description:

**Process Analyst in Entreprise 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](http://www.csob.sk/o-nas)  Linked In of CSOB: [ČSOB Finančná skupina](http://www.linkedin.com/company/2089873?trk=vsrp_companies_res_name&trkInfo=VSRPsearchId%3A1164201811385581319930%2CVSRPtargetId%3A2089873%2CVSRPcmpt%3Aprimary) |
| **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](mailto: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** | Mappping, Analysis and Optimization of relevant Business Processes in the Bank and ICT |
| **REQUIREMENTS** | Must have skills:   * 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)   Mindset:  **Creativity** is encouraged, **innovation** is expected, and healthy disregard for the impossible is welcomed/ provoked.  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.  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.  **Willingness to learn** is inevitable. |
| **MEASURABLE RESULTS EXPECTED FROM INTERN** | 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   * **minimum score 4** out of 5 possible points   1 – 3 point/s = non satisfying   * 4 – 5 points = satisfying |
| **KEY LEARNING POINTS THAT THE INTERN MIGHT OBTAIN DURING THE INTERNSHIP** | * 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 |
| **PAYMENT OR OTHER**  **BENEFITS** | We offer the professional/interesting opportunity to learn about all aspects of Banking business by shadowing Process Architect under CFO   * The intern covers living expenses from Erasmus grant |
| **WORKING TIME and TOTAL HOURS OF WORK PER WEEK** | 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.)  total hours: 40 hours/week |
| **PLACEMENT DURATION** | Min 3 to max 6 months |
| **PLACEMENT PERIOD** (FROM ‐ TO) | Since 01/07/2014 (July 2014) |

**APPLICATION PROCEDURE**

|  |  |
| --- | --- |
| **WHO TO APPLY TO** | Radoslav Mahút [RaMahut@csob.sk](mailto:RaMahut@csob.sk) |
| **DEADLINE FOR APPLICATIONS** | **01/ 04/ 2014** |
| **APPLICATION PROCESS** | In order to apply, the candidate has to send:   * CV * 1 x A4 cover letter in English (topics bellow) * and any other relevant information   Cover letter topics for one A4 page (each topic half a page):   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? |