



# DISCOVER:

**Summer Internship (May - Aug 2020)  
(FULL-TIME)**

SUBMIT YOUR APPLICATION HERE:

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APPLICATION CLOSES ON 31 MARCH 2020



# [CEO-SUM1001] Summer Internship 2020

## CEO Office: Legal

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### Job Description

#### BAU Activities

- Legal research and drafting of legal opinions covering Insurance, Company and Data Protection Laws
- Drafting and vetting of legal contracts and documents including service agreements and policy documents
- Assisting in related insurance work such as claims/dispute resolution

#### Divisional Project

- Assisting in the implementation of cross-functional collaboration project(s)

### Pre-Requisites

- Ability to communicate clearly verbally and in writing
- Detailed oriented
- Good work attitude and able to work independently as well as with other team members
- Ability and willingness to continue to learn new law and industry practices



# [CEO-SUM1002] Summer Internship 2020

## CEO Office: Corporate Strategy, Business Excellence

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### Job Description

#### BAU Activities

- Quarterly Dialogue and AIB Reporting
  - Support in cross-divisional/ functional coordination and data collection
  - Consolidate, clean and synthesize reports gathered from various divisions/ functions
  - Prepare and format presentation slides for management reporting
- Ad-hoc desk-top research and analysis as required

#### Divisional Project

- Participate in app product roadmapping, monetisation and pricing study and/or;
- Participate in digital platform roadmapping and monetisation study and/or;
- Participate in organisational and value chain design for innovation capabilities study

### Pre-Requisites

- Appreciation of digital/consumer internet or SaaS environment
- Technical know-how of digital marketing highly desired
- Demonstratable knowledge in agile product development and DevOps
- Technical appreciation of mobile applications and websites design and development
- Strong analytical skills and attention to detail, while staying focused on the big picture
- Excellent verbal and written communication skills; strong presence in front of senior executives
- Creative thinker with a bias for action



# [CEO-SUM1003] Summer Internship 2020

## CEO Office: Community Investment

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### Job Description

To support Prudential Singapore's Community Investment function that encompasses the following:

- Ensuring equitable quality education through our education and financial literacy programmes
- Helping everyone achieve good health and well-being, enhance the quality of early childhood care and development and support our seniors to age in place
- Other programme that will contribute to the function's goal of building strong foundations for an inclusive society

### Responsibilities

You will be part of Prudential Singapore's Community Investment function. You support the team's efforts to create a culture to Do Good amongst its employees and agency force. Your key responsibilities include:

- Support in relationship building with community partners, government agencies and Institutes of Higher Learnings (IHLs)
- Represent the function and participate in external events as needed
- Develop communication collateral including writing, designing and/ or coordinating with vendors
- Assist with project implementation, coordination with internal employees and external third parties
- Provide onsite support for community outreach events, as well as pre- and post-event support with volunteer management
- Conduct research on community investment topics
- Support with administrative work as needed

### Pre-Requisites

- Strong thinking/problem-solving abilities
- Ability to set specific goals and meet or exceed them
- Strong command of English, excellent written and verbal communications skills
- Proven ability to manage projects simultaneously and effectively
- Proficiency with Microsoft Office (Excel, PowerPoint, and Word)
- Experience in developing communication materials is a bonus
- Bilingual in another Asian language (Mandarin, Bahasa, Tamil) is preferred



# [CEO-SUM1004] Summer Internship 2020

## CEO Office: Business Process Re-Engineering

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### Job Description

#### BAU Activities

- Work with the cross-functional teams on strategic initiatives to understand the operating processes
- Document end to end 'as-is' (current) processes to identify areas of improvement
- Identify ways of re-engineering existing processes / developing new processes to achieve the intended outcomes in an efficient manner
- Document end to end 'to-be'(future) processes
- Ensure regular communication with key stakeholders, understand any key concerns in how the initiative is being delivered or any risks/issues that have either not yet been identified or are not being progressed. Ensure dependencies and challenges (risks) are escalated and managed. Escalate critical issues to the BPR Specialists and Lead.

### Pre-Requisites

- Ability to document business processes using MS Visio or business process mapping tools.
- Ability to identify opportunities for change leading to higher efficiencies.
- Hands-on project management skills
- Business acumen, good collaboration skills and an effective team player
- Excellent communication skills, both written and verbal, ability to communicate effectively and manage internal stakeholders
- Organised, methodical thinker with the ability to prioritise tasks



# [CUS-SUM1001] Summer Internship 2020

## Customer: Customer Experience & Segments

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### Job Description

#### BAU Activities

- Exposure to leading digital CRM systems through hands-on execution of customer segments communications (SMS and Emails)
- Supports marketing communications and fulfillment of HNW and Affluent segment privileges (eg. Welcome gifts, birthday privileges, etc)
- Assist in customer events which include coordinating with internal stakeholders (sale channels and Events team), external vendors and managing RSVP of customers.
- Liaise with internal and external vendors to prepare and check data and mock-ups for monthly communications to targeted customers.

#### Divisional Project

- Opportunity to work on new digital cross-selling marketing campaigns to upgrade customers across Affluent and HNW segments.
- Be part of divisional cross-functional activities, eg. Employee engagement events

### Pre-Requisites

- Knowledge in HTML coding and proficient in working with data
- Good knowledge of Microsoft office applications such as Excel and Powerpoint, with interest to learn new IT applications/ systems.
- Possess good communication skills
- Strong coordination and execution skills
- Able to work independently and well in an environment with tight deadlines
- A team player with positive attitude



# [CUS-SUM1002] Summer Internship 2020

## Customer: Digital Engagement Wellness

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### Job Description

This is a very exciting opportunity to work on a key strategic project for Prudential Singapore which is X-functional, technology related, will build something new and would flex your brain muscles. We are on a journey to create something which will help us deepen our engagement with our target market and also help us acquire new customers. We will bring it to life in the form of a mobile application but it is so much more than just an app. It will bring alive our purpose of “Innovating to help everyone live well”. You will work closely with the team which is driving the project and will get a chance to fully immerse yourself in the initiative.

### BAU Activities

- Manage the set-up of a rewards program for the wellness proposition
- Collaborate with key stakeholders on the development and execution of wellness strategy and project to help drive traffic and engagement from target audience
- Managing day-to-day action planning and project management
- Manage and work with external agencies, internal teams such as digital, corporate affairs, compliance, operations and tech teams to plan, develop PACS digital marketing assets including website
- Maintaining and monitoring project plans, project schedules, work hours, budgets and expenditures.
- Organizing, attending and participating in stakeholder meetings.
- Documenting and following up on important actions and decisions from meetings.
- Providing administrative support as needed.
- Assess project risks and issues and provide solutions where applicable.
- Ensure stakeholder views are managed towards the best solution.

### Divisional Project

- Provide support for the development of always-on lifecycle programs to drive retention and financial needs analysis



## Pre-Requisites

- Positive attitude
- Strong Analytical skills
- Exceptional verbal, written and presentation skills.
- Should be comfortable at project management and working within tight timelines.
- Ability to work effectively both independently and as part of a team.
- Proficient command of MS Office
- Added advantage if candidate has past exposure or experience in marketing





# [CUS-SUM1003] Summer Internship 2020

## Customer: Digital Proposition

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### Job Description

This is a very exciting opportunity to work on a key strategic project for Prudential Singapore which will drive customer retention and engagement. We are on a journey to create meaningful customer lifecycle programs which will help us drive cross-sell and retention and deepen our engagement with our existing customers. It will bring alive our purpose of “Innovating to help everyone live well”. You will work closely with the team which is driving the project and will get a chance to fully immerse yourself in the initiative.

### BAU Activities

- Provide support in the strategy development, running and optimizing cross-channel lifecycle engagement programs to drive growth and retention for existing customers.
- With a high degree of understanding in segmentation and personalization, you will also partner with the Analytics, Distribution, Marketing and Product team to identify the customer journeys, content and messaging for customers to provide the best, most relevant experience every step of the way.
- Implement, test, track and measure the programs in Salesforce Marketing Cloud
- Edit and proofread copy and provide creative content feedback for program materials
- Ensure that the organisation’s brand and identity is adhered to in campaigns and in all communication channels
- Deliver regular reports of program results, including web analysis and evaluation of KPIs
- Maintain regular measurement of the ROI of the programs
- Collect and use data to inform new programs and the evaluation of existing campaigns

### Divisional Project

- Provide support for the development of rewards and engagement for our wellness mobile application

### Pre-Requisites

- Positive attitude
- Strong Analytical skills
- Exceptional verbal, written and presentation skills.
- Should be comfortable at project management and working within tight timelines.
- Ability to work effectively both independently and as part of a team.



- Proficient command of MS Office
- Added advantage if candidate has past exposure or experience in marketing



# [CUS-SUM1004] Summer Internship 2020

## Customer: Digital Marketing

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### Job Description

We are looking for 2 suitable interns to support our digital marketing strategy & ambition for new customer acquisition and managing existing customer relationships.

The emphasis of role will be towards executing brand awareness activities using digital marketing and improving ROI by looking on our customers' needs – their satisfaction and online experiences when using different digital platforms.

The candidate will work closely with cross functional partners across the Marketing, Digital, Compliance, Legal, and IT teams.

This role will get exposure to different digital marketing techniques but not limited to Search Engine Optimisation, Search Engine Marketing, Conversion Rate Optimisation, Performance Marketing, Social Media Marketing, Online Reputation Management, Mobile Marketing, Video Marketing, Web Analytics and Website Optimisation



## BAU Activities

- Assist with the execution of digital marketing action plans and strategies to help drive traffic and engagement to the website and social media profiles
- Work with other digital marketing team members, media agencies and digital agencies to plan, develop and execute campaigns on the digital medium for scaling new customer acquisitions
- Execute leads generation campaigns, and improve leads management experience within the organisation.
- Listen, analyse and deep-dive into digital and social media analytics to identify social media influencers, competitive trends and insights, and optimize performance at the platform level. Stakeholders reporting included.
- Engage with social media users and manage responses to any mentions over multiple social media channels.
- Generate and propose new content marketing ideas based on research and audience insights. Contribute to the company blog and help for content distribution
- Assist in planning, developing and executing video marketing campaigns including video/photo shoots to perform and primary video editing.
- Provide ad-hoc insights and reports to leadership regarding internal data, industry trends and e-commerce news.
- Manage and work with external agencies, internal teams such as digital, corporate affairs, compliance, operations and tech teams to plan, develop PACS' digital marketing assets including website
- Assist with general day to day administration tasks

## Divisional Project

- Overall search engine optimization to drive growth in organic search traffic
- Working with customer experience team to implement website feedback and customer rating/review system

## Pre-Requisites

- Positive attitude
- Good Analytical skills
- Excellent written and oral communication skills
- Should be comfortable at project management and working within tight timelines.



# [DIST-SUM1001] Summer Internship 2020

## Distribution: Leads Management

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### Job Description

#### BAU Activities

- Develop collaterals and execute communication plans for campaigns
- Be the brand guardian and ensure tone of message is appropriate and collaterals are in adherence to guidelines.
- Manage the digital assets including displays at Scotts and Fuji Xerox Tower offices and websites by collaborating closely with all content providers to ensure contents are updated timely

#### Divisional Project

- Channel marketing campaign on Q4 incentive to Agency Force

### Pre-Requisites

- Degree in mass communications or related fields of study
- Excellent command of spoken and written English
- Creative and proficient with Photoshop and Illustrator
- Meticulous
- A good team player
- Able to excel in a fast-paced environment



# [DIST-SUM1002] Summer Internship 2020

## Distribution: Distribution Risk

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### Job Description

#### BAU Activities

- Support the Business Sustainability/Partnership Governance/ROP Operations Team by maintaining & updating reports relevant to day to day operations.
- Administrative work relating to ROP such as email notification, communication of outcome and other necessary documentation and record-keeping
- Gather, analyse, interpret data and document information in meeting slides
- Support the team to perform reviews on ROP appeals if required

#### Divisional Project

- Analyse, review and enhance current reports and internal dashboards.

### Pre-Requisites

- Proficient in Microsoft Office
- Able to work independently
- Team player
- Meticulous with a keen eye for detail.
- Strong inter-personal and communication skills



# [FIN-SUM1001] Summer Internship 2020

## Finance: Tax

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### Job Description

During the internship period, you will receive the opportunity to:

- Learn about and appreciate Singapore corporate tax rules through supporting the tax reporting cycle
- Support the preparation of certain schedules to be included in the tax returns to the authorities.
- Assist with fulfilling any tax requirements imposed by foreign jurisdictions to minimise the Company's exposure to foreign withholding taxes
- Support group tax reporting cycle
- Assist with the preparation of schedules for GST filing
- Support the Company's FATCA/CRS returns filing process

### Pre-Requisites

- Excellent communication, interpersonal and problem-solving skills
- Meticulous and able to handle details and numbers



# [FIN-SUM1002] Summer Internship 2020

## Finance: Finance Governance

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### Job Description

#### BAU Activities

- Manage, analyse and provide recommendation on budget requests for company-wide strategic projects
- Follow up on completed projects to ensure deliverables and spend are accounted for.
- Participate in governance meetings to understand risks/issues faced by business.
- Review and manage emerging risks or reported incidence from within Division
- Perform quality assurance checks on financial data to ensure compliance with regulatory requirements.

#### Divisional Project

- Assist in the on-going training and refinement of budget/forecast system
- Assist in the development and implementation of project budget planning and forecasting in Anaplan.

### Pre-Requisites

- Meticulous and strong organizational skills
- Strong communication skills, both verbal and written
- IT Skills in MS Office





# [FIN-SUM1003] Summer Internship 2020

## Finance: Finance Transformation

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### Job Description

#### BAU Activities

- Organise and facilitate requirement gathering or process improvement workshop.
- Document requirements and solution design.
- Document current and future process states.
- Coordinate and participate in the solution/process prototyping.
- Collection and analysis of process data.
- Support testing
- Monitoring and tracking of project plans and status.
- Document, track and follow through issues till closure.
- Drive ad-hoc projects or requests.

#### Divisional Project

- Business modelling in Anaplan to enable business to perform multiple scenario analysis and planning
- Process improvement applying Lean Six Sigma methodology

### Pre-Requisites

- Good with data management and analysis
- Has a curious and analytical mind
- Prior working experience is beneficial
- Experience or knowledge in accounting or business is beneficial
- Experience or knowledge in business process is beneficial
- Proficiencies in Excel formulas is beneficial
- Experience or knowledge of any programming language is beneficial
- Experience or knowledge of database or multi-dimension database in beneficial



# [FIN-SUM1004] Summer Internship 2020

## Finance: Investment Support and Reporting

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### Job Description

#### BAU Activities

- Responsible in ensuring smooth and effective operations of daily trade dealing, settlement, pricing and corporate actions, on-time trade settlement and troubleshooting of daily investment operations issue. Any incident of error and deviation to be escalated immediately and resolved within stipulated timeline
- Responsible to ensure all unit holding are reconciled on time and any discrepancies are resolved promptly
- Responsible to ensure investment receivables and payables due are followed up and settled within stipulated timeline
- Assist with maintaining fund holidays exercise in system
- Assist with Investment Reporting tasks eg group reporting, Reconciliation of investment holdings, investment closing etc
- Support in any other assigned task as and when necessary

#### Divisional Project

- Participate in on going fund closure/restructuring projects or system upgrade UAT testing

### Pre-Requisites

- Sound technical financial knowledge
- Good understanding of accounting standards and requirements
- Good understanding of fund accounting and/or investment operations
- Experience with AS400 and/or SUN accounting system
- Detailed and Meticulous
- Strong analytics skills



# [FIN-SUM1005] Summer Internship 2020

## Finance: Investments

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### Job Description

#### BAU Activities

- Generate regular reports including monthly ILP report, Quarterly performance watchlist
- Perform Morningstar screening using programmed methodology for fund manager searches

#### Divisional Project

- Develop/enhance checklist or engagement tool with external managers pertaining to ESG screening
- Assist in developing an in-house ESG measurement methodology
- Enhance current performance databases in use

### Pre-Requisites

- Highly proficient in Excel and Bloomberg
- Attention to detail and desire to probe further into data
- Knowledge and interest in Finance
- Programming knowledge in VBA, R, C++, Matlab ideal
- Ability to write efficient code, including proficiency in Access or SQL ideal



# [FIN-SUM1006] Summer Internship 2020

## Finance: Corporate Actuarial (PFM)

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### Job Description

#### BAU Activities

- Assist in annual bonus declaration study and implementation
- Assist in request for revised benefit illustration escalated to Actuarial
- Assist in policy enquiries escalated to Actuarial
- Assist in documentation relating to Par and UL processes
- Assist in other ad hoc requests / projects relating to Par and UL business

### Pre-Requisites

- Good technical, analytical and problem-solving skills, with the ability to work independently
- Experience with Microsoft Excel VBA is preferred



# [FIN-SUM1007] Summer Internship 2020

## Finance: Corporate Actuarial (Actuarial Pricing)

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### Job Description

#### BAU Activities

- Assist in the preparation of actuarial pricing work
- Assist in group quotation pricing
- Support product launch such as system implementation
- Provide support in customer queries
- Assist in automation and enhancement process
- Other ad-hoc projects

#### Divisional Project

- Take part in organizing and conducting Learning & Sharing sessions on topics related to various functions within the Finance Division

### Pre-Requisites

- Strong problem-solving and analytical thinking skills
- Effective verbal and written communication, time management and organisation skills
- Self-starter and able to work independently
- Excellent team player
- Proficient with Microsoft Office tools, e.g. Excel and Words
- Experience with data processing software, SQL/VBA, is preferred



# [FIN-SUM1008] Summer Internship 2020

## Finance: Corporate Actuarial (IFmgmt)

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### Job Description

#### BAU Activities

- Build and maintain databases to be used for analytics
- Assist in annual experience monitoring exercise, review the assumption and propose changes to the assumptions if applicable.
- Using advanced analytics methods including statistical analysis and predictive modeling, develop insurance business solutions based upon insights from data
- Active participation in projects that allow us to utilize insights into our data to drive better financial outcomes.
- Discover hidden trends/insights/embedded patterns to allow business stakeholders to make better informed decisions
- Handle queries related to the project
- Support supervisor on other special projects, including but not limited to financial KPI analysis, and communication to DVP
- Consolidate, explore and analyze data from multiple data sources within PACS.

### Pre-Requisites

- Good technical, analytical and problem solving skills, with the ability to work independently
- Experience with data processing software e.g. SQL/VBA is preferred
- Good programming skills



# [FIN-SUM1009] Summer Internship 2020

## Finance: Corporate Actuarial (IFmgmt Medical)

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### Job Description

#### BAU Activities

- Perform the automation of BAU deliverables
- Identify, recommend and implement improvements to current data analytic processes and methods
- Develop new capabilities for the team to discover trends and insights relating to the various experience studies
- Assist in adhoc investigation requests and develop new capabilities for the team to be able to handle these quickly going forward

### Pre-Requisites

- Good technical, analytical and problem-solving skills, with the ability to work independently
- Experience with data processing software e.g. SAS/SQL/VBA is preferred
- Good programming skills



# [FIN-SUM1010] Summer Internship 2020 Finance: Corporate Actuarial (Reinsurance)

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## Job Description

### BAU Activities

- Assist in reinsurance administrative process, not limited to design and automate reinsurance process
- Design and enforcement on controls / SOP around reinsurance system setup and changes/enhancements
- Assist in reinsurance reporting to Finance and ERM
- Answer queries related to reinsurance from Claims department
- Support supervisor on other special projects, including but not limited to financial KPI analysis, and communication to DVP

## Pre-Requisites

- Good technical, analytical and problem solving skills, with the ability to work independently
- Experience with data processing software e.g. SQL/VBA is preferred





# [FIN-SUM1011] Summer Internship 2020

## Finance: IFRS 17 (Process and Control)

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### Job Description

#### BAU Activities

- Organise and facilitate requirement gathering or process improvement workshop.
- Document requirements and solution design.
- Document current and future process states.
- Coordinate and participate in the solution/process prototyping.
- Collection and analysis of process data.
- Support testing
- Monitoring and tracking of project plans and status.
- Document, track and follow through issues till closure.
- Drive ad-hoc projects or requests.

#### Divisional Project

- Documentation and mapping for a new Month End Closing process for IFRS 17 reporting.

### Pre-Requisites

- Has a curious and analytical mind
- Prior working experience is beneficial
- Experience or knowledge in accounting or business is beneficial
- Experience or knowledge in business process is beneficial
- Proficiencies in process mapping tool such as visio is beneficial



# [FIN-SUM1012] Summer Internship 2020

## Finance: IFRS 17 (Project Management Office)

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### Job Description

#### BAU Activities

- Preparation of presentation/meeting decks
- Updating of project activities status
- Participate in ideas and content of video production for project related
- Daily project coordination activities such as:
  - organizing project meeting/conference/workshop
  - organizing & preparing trainings logistics
  - minutes taking for Project Working Group and Steering Committee meetings
  - e-filing of workstreams documents to Sharepoint

### Pre-Requisites

- Effective verbal and written communication, time management and organisation skills
- Motivated and pro-active
- Organized, methodical thinker with the ability to work under time pressure and to prioritize tasks, able to multitask
- Detailed oriented and work independently, excellent team player
- Proficient with Microsoft Office tools, e.g. Excel, Words, Power Point



# [FIN-SUM1013] Summer Internship 2020

## Finance: IFRS 17 Actuarial

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### Job Description

#### BAU Activities

##### **Solution**

- Support the development of data and system specifications for IFRS17
- Support IT on source system enhancement based on the detailed data gap analysis
- Provide actuarial support to IT in building the end-to-end ETL tools
- Participate in UAT for ETL tools, source system changes and sub-ledger system
- Support the development and implementation the new end-to-end reporting process and control for Actuarial
- Provide actuarial support to the Finance division initiative on reporting process re-engineering

##### **Modelling**

- Support enhancement of the actuarial models (Prophet, DCS and SQL program) to incorporate the IFRS17 requirements
- Support the merging of IFRS17 related development / enhancement into historic models for transition
- Provide support to other teams for development of the Prophet-based impact assessment and transition tool
- Support model development for the new MI and financial analysis
- Work with the Solution workstream to implement any new model control under IFRS17 reporting
- Support BAU work in the Modelling team and any other modelling projects

#### Divisional Project

- Take part in organizing and conducting Learning & Sharing sessions on topics related to various functions within the Finance Division



## Pre-Requisites

- Motivated and pro-active
- Detailed oriented and work independently
- Strong technical and analytical skills
- Committed to excellence and always strive to deliver results with high standards
- Proficient with Microsoft Office tools, e.g. Excel and Words
- Understanding of insurance products is a plus
- Experience with Prophet, DCS and SQL/VBA is a plus



# [HR-SUM1001] Summer Internship 2020

## Human Resource: Culture & Learning

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### Job Description

#### BAU Activities

- Proficient in design internal communication & integrated assets (EDMs, videos, presentation, online survey design) to capture employee feedback in a fun, interactive fashion reflective of the open & innovation workplace culture
- Support roll out of the Dynamic Survey through data preparation, qualitative/quantitative analysis, and data visualization organisational-wide
- Analyse and identify insights towards presentation of and conceptualise storyboarding based on diagnostic surveys
- Support project management on culture related programmes/sessions – provide close event & project preparation & execution, engaging with employees/participants
- Independently work on learning experiences and manage on-site from start to end, working collaboratively with stakeholders within the organisation
- Support the comprehensive L&D development cycle covering planning and project management of inhouse and external programmes for the personal and professional development of employees
- Support the adoption of the Learning Management System impacting employee company-wide and content generation
- Manage and update information in learning management system (LMS) to ensure coherence, relevance & accuracy
- Support with Employee Value Proposition (EVP) initiatives that help build a compelling & consistent Employer Brand towards being an Employer of Choice (EOC) in Singapore

#### Divisional Project

- Organisation wide Dynamic Survey Diagnostics – Analyses, Insights, Reporting
- Organisation-wide – Internal communications
- Organisational People Strategy / Planning & Design
- Reimagine corporate learning

### Pre-Requisites

- Structured, analytical with aptitude for project management,



- Able to think independently, analyses, conceptualise data
- Able to engage, influence with stakeholders
- Hands-on event management skills – comfort with simple graphic design around internal communication assets (e.g. EDMs, videos) is advantageous
- Good Collaboration skills and an effective team player
- Excellent communication skills, both written and verbal, ability to communicate effectively and manage stakeholders
- Organised, methodical thinker with the ability to prioritise tasks
- Comfortable with MS Office suite in particular PowerPoint (presentation decks) and Excel (analyses/data extracts, validation & insights)



# [HR-SUM1002] Summer Internship 2020

## Human Resource: HR - WorkPLAYce Engagement

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### Job Description

This role contributes to the overall WorkPLAYce culture that is in line with our purpose of innovating to help everyone live well.

You will provide support to both Staff Recognition Committee (WorkPLAYce SRC), Diversity & Inclusion Committee (D&I) and Culture teams

Responsibilities include but not limiting to:

#### **Design & Copywriting**

- Creation of EDMs and other required artwork from concept to design layout, copywriting and final production. Collateral includes EDMs, posters, table talkers etc.
- Plan and execute integrated communications plan across all corporate platforms.
- Work closely with committees to produce the required design that is relevant to the concept and messaging
- Assist in sourcing of event gifts as and when required
- Film and edit short internal videos as part of the promotion of initiatives.

#### **WorkPLAYce SRC**

- Work closely with committee on planning of SRC monthly classes and activities
- Responsible for daily SRC classes happening in the space including liaison with events company on part timers/ trainers/ speakers and ensuring class is run smoothly daily.
- Managing and sending calendar invites to participants who express interest in the classes on a weekly basis
- Managing daily SRC class attendance – coordinating and confirming attendance with participants on the day itself (or before cancellation date)
- Communication with both internal and external parties including handling of staff requests to change, amend or join classes/ events
- Contribute ideas to increase class participation and activities
- Support committee during preparation and on-site execution of events where required.
- Sourcing for new partners / partnership opportunities
- Manage any ad-hoc tasks



- Community management and engagement.
- Strengthen the SRC framework and proposition via iterative changes and internal marketing campaigns.

### **Diversity and Inclusion Committee**

- Design Support (collaterals) for the D&I committee.

### **Culture**

- Design Support (collaterals) for the Culture team.





# [HR-SUM1003] Summer Internship 2020

## Human Resource: Talent Performance

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### Job Description

You'll have the opportunity to be involved in projects, activities and events that will:

- Enhance our company's performance management
- Build a open feedback culture
- Engage and develop our company's Talents

These include:

- Review and enhance competency framework for all staff as part of performance management:
  - Update content for microsite, workshops and e-learning
  - Organize and create interactive learning activities
- Rollout of a feedback mobile application for all staff
- Plan and execute programmes and events to engage and develop our company's top performing staff (Talents)
- Create communication pieces to employees for launch or implementation of projects, programmes and/or events
- Prepare materials for talent and performance management on an ad-hoc basis

### Pre-Requisites

- Strong verbal and written communication skills
- Strong interpersonal skills
- Proficient with Microsoft Office tools (Excel, Powerpoint etc.)
- Meticulous and has an eye for detail
- Resourceful and can work independently
- Team player and collaborative
- Experience in creating and editing videos is preferable



# [HR-SUM1004] Summer Internship 2020

## Human Resource: Talent Acquisition

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### Job Description

- Administrative support for Campus Hiring activities such as extracting and collating data or candidate information and maintaining records on the system
- Event coordination for Campus, Recruitment and EVP/Employer Branding related events
- Track and Chase activities for Suppliers Management, including but not limited to Contracts and Invoicing
- General admin support to the Team in areas like reporting, requisition Management and interview coordination

### Pre-Requisites

- Proficient with Microsoft Office tools especially Excel and PowerPoint
- Meticulous and has an eye for detail
- Resourceful and can work independently
- Team player and collaborative



# [IT-SUM1001] Summer Internship 2020

## Information Technology: IFRS Technology

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### Job Description

- Understanding of SDLC concepts and Agile working
- Assist with Data analysis and data integration between systems
- Assist with project documentation including but not limited to confluence documents, SOPs, user guides etc
- Assist with quality assurance at system level and assist with user acceptance tests
- Good technical, analytical and problem-solving skills
- Team player and Ability to work with technical resources
- Excellent communicator

### Pre-Requisites

- Hands on with Microsoft Office platforms – Excel, PowerPoint, Word, Visio
- Use of collaboration tools such as Confluence, JIRA
- Data analysis – Ability to use SQL, knowledge of relational databases
- Detailed oriented
- Inquisitive mindset to question existing ways of doing things



# [OPS-SUM1001] Summer Internship 2020

## Operations: POS

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### Job Description

- The primary role for the selected individual is to co-drive operational changes across the department, using digital platforms.
- Opportunity to participate in projects and strategic initiatives.
- Analyze departmental statistics and performance.

### BAU Activities

- Understand the functions under post sales and work on process changes using digital tools.
- Review and revamp the existing Standard Operating Procedures (SOP).
- Work on departmental statistics using PowerBI analytical tool.
- Prepare critical daily reports.

### Divisional Project

- Co-Work and perform consumer marketing to increase online usage of customer service portal. Target is to improve adoption rate by 10%.
- Revamp existing underwriting guidelines

### Pre-Requisites

- Excellent communication, interpersonal and problem-solving skills
- Highly motivated, results & customer service oriented.
- Strategic Thinker with well-thought ideas.
- Proficient in MS Office



# [OPS-SUM1002] Summer Internship 2020 Operations: Enterprise Business Operations

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## Job Description

### BAU Activities

#### 2 students:

- Validating of supporting documents submitted for processing
- Support the renewal / new business team in policy administration and issuance of policies
- Provide timely support and services to Financial Consultants and customers
- Handling of mailbox enquiries, ensuring that emails received are attended to within SLA set
- Liaise with internal stakeholder to ensure applications are accepted promptly
- Preparation of ad-hoc reports for management team
- Administrating corporate policies from new business to renewal.
- Support financial consultants and partners for pre and post sales enquires

At the end of the internship, the intern will develop an understanding of employee benefits in an insurance context for new business and renewal with exposure to various processes and tools used in the day to day operations.

#### 1 student:

- Exposure on the concept of Insurance and the various functions within Claims
- Exposed to adjudication and hands on experience of processing simple medical claims
- Support the administration of Enterprise Business Operation Claims in the following areas:
  - Compilation of daily ES claims documents received via claims portal or manual submission for distribution to claims assessors.
  - Record and compile list of ES insured members required for updating in the system by the Policy Administration team.
  - Registration of claims in system/excel

### Divisional Project

- OMNI system involvement.
- Gathering business requirements.



- The intern will be able to develop the opportunity to understand how the company is able to streamline the processes by going digital.

## Pre-Requisites

- Prefer students who are good in Excel, Word and if possible, Macros.
- Keen learner and able to work independently
- Customer-oriented, with good interpersonal and communication skills
- Meticulous, able to process requests with accuracy and meet service standards
- Effective co-ordination and communication with stakeholders
- Ability to multitask in a fast-paced and challenging environment
- Possess a strong customer centric personality and mindset
- Flexible and adaptable to change



# [OPS-SUM1003] Summer Internship 2020 Operations: New Business Underwriting

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## Job Description

- Processing new business applications, including basic underwriting activities
- Participating in system enhancement & process improvement projects
- Process requests received from customers/agents/bankers according to internal guidelines set
- Provide timely support and services to Financial Consultants and customers
- Preparation of ad-hoc reports for management team
- Liaise with internal stakeholder to ensure applications are incepted promptly

## Pre-Requisites

- Keen learner and able to work independently
- Customer-oriented, with good interpersonal and communication skills
- Meticulous, able to process requests with accuracy and meet service standards
- Effective co-ordination and communication with stakeholders
- Ability to multitask in a fast-paced and challenging environment
- Possess a strong customer centric personality and mindset
- Flexible and adaptable to change
- Proficient in MS Office



# [OPS-SUM1004] Summer Internship 2020

## Operations: Claims

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### Job Description

#### BAU Activities

- Follow-up on outstanding medical reports, Grant, cheques handling etc
- Review letter template for all claim types
- Check for completeness of claim documents
- Update claim forms
- Extract benefit definition for living claims and benefit formula for death claims
- Preparation of settlement letter for simple cases
- Provide back-up support to administrative staff for registration of claims, clinical search, instalment claims etc

#### Divisional Project

- Review policies with untraceable claimant
- Revamp claim forms

### Pre-Requisites

- Good communication and writing skills, able to work independently, meticulous, able to work within deadlines given
- Proficiency in computer applications - MS word and excel





# [OPS-SUM1005] Summer Internship 2020 Operations: Claims (PruShield)

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## Job Description

- Brief on the concept of Insurance and the various functions within Life Operations in particularly on Claims.
- Exposure to adjudication and hands on experience of processing simple medical claims.
- Support the administration of PruShield claims in the following areas:
  - Prepare and monitor medical report requests sent to medical practitioners and ensure timeliness and periodic follow-ups on such outstanding requests.
  - Hospital recovery: Identify and actively work with respective medical institution on recovering the outstanding amount due to prudential.
  - Suspense management: Assist in monitoring and work with various officer on the outstanding payments and ensure the payment are up to date.

## Pre-Requisites

- Good communication, interpersonal and problem-solving skills
- Good knowledge of Excel and Word
- Added knowledge of Macros would be beneficial