



DISCOVER:

**Internship Programme (Jan -May 2020)
(PART-TIME/ FULL-TIME)**

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[CEO-IPC1001] 2020 Internship Programme

CEO'S OFFICE: Business Excellence, Business Process Re-Engineering

PART-TIME/ FULL-TIME

Job Description

- 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



[CEO-IPC1002] 2020 Internship Programme

CEO'S OFFICE: Innovation

PART-TIME/ FULL-TIME

Job Description

BAU Activities

- Work with the Innovation team to roll out company-wide initiatives on entrenching innovation culture and capabilities in Prudential Singapore
- Unique Opportunity to build game-changing innovation-related projects and manage engagement events
- Lead on innovation-driven community projects with external stakeholders

Divisional Project

- Select from a range of Innovation projects and see one of them through end to end as a team member

Pre-Requisites

- Ability to work in a fast-paced environment and manage ambiguity
- Great attitude and a team player
- Familiar with emerging technologies (or willing to pick up quickly)
- To have one or more of these skill sets: programming/ data science/ gamification/ community mobilization/ business/ start-up



[CEO-IPC1003] 2020 Internship Programme

CEO'S OFFICE: Government Relations

PART-TIME/ FULL-TIME

Job Description

The Government Relations department seeks to build strong working relationships with a variety of external and internal stakeholders to ensure long-term sustainable growth and profitability for Prudential Singapore. The Public Policy team within it seeks to shape a favorable policy environment for Prudential Singapore's business to operate in. Projects will generally be around the themes of health and finance.

Depending on area of interest and department needs, to execute one or more of the following:

- Do research and analysis on public policy issues, and to produce reports on these
- Design innovative and practical solutions to issues
- Work with a diverse group of stakeholders, including government, community partners, and Prudential staff and agents to execute on existing projects
- Clearly articulate Prudential's key messages and influence stakeholders to take action on collaborative projects
- Work as a team to execute on events, thought leadership papers and projects
- Identify opportunities to raise the profile of Prudential Singapore within our target communities and through industry conferences and events.
- Keep a clear audit trail in accordance with corporate governance guidelines
- Communicate external feedback and action points with internal stakeholders in a timely and effective way

Pre-Requisites

- Strong interest in doing research work within Health, Financial and Technology spaces
- Willingness to lead/support ad-hoc engagement session events in line with Health, Financial and Technology spaces
- Positive attitude and an innovative mindset
- Ability to deal with ambiguity
- Intern should ideally have one or more of the following:
 - Strong research and writing skills
 - Strong project management skills
 - Strong team player, aligned values and good fit for the team



[CEO-IPC1004] 2020 Internship Programme

CEO'S OFFICE: Community Investment

FULL-TIME ONLY

Job Description

BAU Activities

To support Prudential Singapore's Community Investment team encompassing education, health and the environment.

Responsibilities

- Conduct research on community investment topics related to health and education
- 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
- Support with collaterals development including writing, designing and coordinating with third parties
- Support in managing relationships with stakeholders including internal and external volunteers, government agencies, social service organisations and Institutes of Higher Learnings
- Support with administrative work

Divisional Project

Responsibilities

- Plan and execute CI activities for divisions to adopt

Pre-Requisites

- Experience conducting research
- Good written and verbal communications skills
- Proven ability to manage project deadlines effectively
- Proficiency with Microsoft Office (Excel, PowerPoint, and Word)



[CUS-IPC1001] 2020 Internship Programme

Customer: Events

FULL-TIME ONLY

Job Description

BAU Activities

If creating memorable event experiences is what you are looking for while honing your projects/ event management skills in a dynamic and fast-paced corporate environment, you may be just who we are looking for.

- Conceptualising events based on the brief given
- Collaborate and work closely with internal & external event stakeholders to ensure event objectives are met
- Co-Lead and manage events with minimal supervision
- Manage appointed event organisers to deliver the unique experiences
- Assist in managing events budget efficiently
- Provide creative input into events programmes - inject fresh ideas to raise the bar for events
- Manage and execute all necessary details relating to events convention.
- Manage and observe planning timeline and deadlines

Divisional Project

- Work on SRC activities to improve and enhance the programme.

Pre-Requisites

- Excellent spoken & written English and able to converse in Mandarin
- A sparkling, dynamic and enthusiastic personality with excellent interpersonal skills
- Willing to take up new challenges, self-motivated and a problem solver
- Able to adapt to rapidly changing circumstances
- Be a team player and yet be able to work independently
- Creative, attention to details and able to multi-task
- Ability to use Microsoft Office Suite
- Willing to work outside normal office hours, weekends and public holidays when necessary



[CUS-IPC1002] 2020 Internship Programme

Customer: CX & Segments

PART-TIME/ FULL-TIME

Job Description

BAU Activities

- Execute customer marketing communications (SMS and Emails) using in-house digital CRM systems (eg. Salesforce)
- 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.

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-IPC1003] 2020 Internship Programme

Customer: Strategic Enhancements & Ecosystems

PART-TIME/ FULL-TIME

The insurance industry needs to re-evaluate its role across the health, wealth and enterprise ecosystems in Singapore. After all, we all know that doing more of the same thing isn't going to help us achieve a different outcome.

In line with PACS' purpose of 'innovating to help everyone live well', the company is building its Health and Wellness, Wealth and Enterprise Business digital ecosystems. This will include a series of technology and low-touch solutions, curated and integrated by PACS to deliver several key health outcomes for the population at large.

With this in view, the Strategic Engagements and Ecosystems team is looking to expand and bring on board a candidate, who will be responsible for coordinating the implementation of this technology-based proposition to support the company's vision.

The successful candidate will have the opportunity to drive meaningful change to the company and industry-at-large in an entrepreneurial environment, along with strong opportunities for potential advancement within the organisation.

Job Description

Support the design and development of PACS' ecosystems to support the introduction of next generation insurance solutions, through:

- Carrying out secondary research on a regular basis to get a deep understanding of the landscape of competitive products and industry trends to understand the implications for Prudential
- Developing personas for new target segments, particularly the uninsured and under-insured
- Supporting the development of engagement strategies and solution design ensuring that insights translate into ideas for next generation products and service delivery
- Supporting implementation of partner solutions for Prudential customers to access; record outcomes of POC for review of new products and services
- Managing relationships across organisations to deliver solution
- Engaging external and internal stakeholders to identify, shape and implement business models
- Assisting in identification of point points for the target segment in preparation for insights development
- Supporting the above processes with essential administrative tasks

Please note that it is not mandatory to have a technical background to apply for this position. We are open to candidates with varied backgrounds and experiences.



[CUS-IPC1004] 2020 Internship Programme

Customer: Digital Proposition

PART-TIME/ FULL-TIME

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-IPC1005] 2020 Internship Programme

Customer: Digital Engagement Wellness

PART-TIME/ FULL-TIME

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-IPC1006] 2020 Internship Programme

Customer: Digital Marketing

PART-TIME/ FULL-TIME

Job Description

We are looking for 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
- Advanced Analytics Implementation for website and online campaigns
- 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-IPC1001] 2020 Internship Programme

Distribution: Enterprise Business Solutions

PART-TIME/ FULL-TIME

Job Description

BAU Activities

- Oversee and manage renewal administration
- Manage generic mailbox
- Provide administrative support to Engagement Managers
- General administrative duties including but not limited to filing, scanning, preparation of documents, mails & courier arrangement.
- Maintain accurate records of office administration matters
- Ad-hoc duties as assigned

Divisional Project

- UAT Testing for new system changes

Pre-Requisites

- Education =Diploma or higher
- Experience = Fresh graduates are welcomed. Training will be provided
- Core competencies
- General administration
- Team player with good communication and interpersonal skills
- Excellent organization skills
- Independent to work with limited supervision
- Able to prioritize works and perform under pressure
- Experience in Insurance Industry will be added advantage



[DIST-IPC1002] 2020 Internship Programme

Distribution: Leads Management

PART-TIME/ FULL-TIME

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-IPC1003] 2020 Internship Programme

Distribution: Sales Activation

FULL-TIME ONLY

Job Description

BAU Activities

- Organise and streamline company level
- Assist with initiatives that reduce Mystery Shopping findings in roadshows
- Plan and set up Sales Activation Dashboards to show performance in sales, leads and cost, especially for Roadshows, Client Seminars and Worksite Marketing
- Participate in Company-wide projects such as EB to Life
- Coordinate and assist in lead generating partnerships

Divisional Project

- Organise and lead one partnership campaign with a new or existing partner.

Pre-Requisites

- Able to work independently and yet be willing to collaborate
- Creative and business-oriented mindset to optimize leads and sales
- Able to wear different hats and be willing to learn from different angles



[FIN-IPC1001] 2020 Internship Programme

Finance: Finance Governance

FULL-TIME ONLY

Job Description

BAU Activities

- Manage, analyse and provide recommendation on budget requests for companywide 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 as well as an ACR/PIR tracking system. These systems serve to support internal control and procedures for expense budget management, as well as providing timely management information to LTs/CLTs.

Depending on ability, the successful candidate may assist or lead individual tasks assigned. Priority would be given to candidates who can commit to internship on a full-time basis.

Pre-Requisites

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



[FIN-IPC1002] 2020 Internship Programme

Finance: Finance Operations

FULL-TIME ONLY

Job Description

BAU Activities

- BAU processing of Insurance payments and stop payments are completed and queries are resolved.
- BAU processing of Vendor, intercompany and Staff payment
- BAU miscellaneous AR
- Support keeping of general ledger, schedule and reconciliations are completed timely and in accordance to the policy and standard set
- Ensure all transactional document, SOP and file notes are filed properly while observing the Company's retention policy.
- Support tasks assigned on ad hoc basis

Divisional Project

- Support the current state process assessment for transformation under Project Panadol, IFRS, product Development
- Support UAT for FP&A Tools
- Support other BAU enhancement and initiative project for process improvement/efficient drive
- Support project role out activities

Pre-Requisites

- Students with working experience in any area,
- Good in excel,
- Knowledge in Access will be added advantage,
- Versatile
- Able to think out-of-the-box



[FIN-IPC1003] 2020 Internship Programme Finance: Corporate Actuarial-PFM

PART-TIME/ FULL-TIME

Job Description

- 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

Required Period: Nov 2019 to Mar 2020

Pre-Requisites

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



[FIN-IPC1004] 2020 Internship Programme

Finance: Corporate Actuarial-IF Mgmt

PART-TIME/ FULL-TIME

Job Description

- 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-IPC1005] 2020 Internship Programme

Finance: Corporate Actuarial-IF Mgmt Medical

PART-TIME/ FULL-TIME

Job Description

- 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 ad-hoc 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-IPC1006] 2020 Internship Programme

Finance: Corporate Actuarial-RBC ECap

PART-TIME/ FULL-TIME

Job Description

- Assist in SQL enhancement and validation
- Actuarial data maintenance and model point generation for valuation
- Assist in investigation on policies and data
- Assist in automation/ enhancement of processes
- Support supervisor on other projects, including financial analysis and actuarial reporting

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-IPC1007] 2020 Internship Programme

Finance: Performance Management

PART-TIME/ FULL-TIME

Job Description

BAU Activities

The role holder will be required to assist the Lead of Finance Performance Management to:

- Prepare the management information for internal reporting purposes which includes but not limited to daily/weekly/monthly reports, information to support weekly sales forecasts, regular forecast updates to management etc.
- Be involve in the automation of the financial planning and management information systems to improve efficiency, and provide better insights to management.
- Be involve in the budgeting and forecasting processes

Divisional Project

- The role holder will be involved in Project Anaplan (UAT testing) and Datahub (UAT testing), a Finance-wide initiative to improve efficiency by extensive automation and stream-lining.

Pre-Requisites

- Reasonable computing skills (eg. Excel, VBA, etc)
- Good interpersonal skills and willing to learn
- Innovative and accountable
- Those who have Finance/Accounting/Business background would be great



[FIN-IPC1008] 2020 Internship Programme

Finance: Corporate Services

PART-TIME/ FULL-TIME

Job Description

Corporate Services is a function responsible for:

- Managing procurement activities and sourcing decisions by bringing relevant supply chain intelligence and strategic frameworks to foster innovation, competitiveness and alignment with company objectives and policies.
- Vendor Management and Outsourcing management
- Workplace services

The placement is for a Strategic Project Support intern. This is an exciting opportunity for the intern to be part of Corporate Services Transformation journey and support the delivery of the Systems and Process pillars of the Procurement Transformation journey.

Throughout the internship program, the successful candidate will be a key and valued member of the Corporate Services team and will be encouraged to be creative and challenge processes by adopting a continuous improvement ethos.

BAU Activities

PACS rolled out Coupa Source-to-Pay system in March 2019. The system enables real time budgetary control, improve spend management, use of preferred suppliers and contracts and drive overall process efficiency in the source to pay lifecycle.

The intern will gain experience in Procurement operations, in particular in the contract management and supplier enablement space, and will support ESC Sourcing Business Partners in contract review and uploading of active contracts and catalogs in the Coupa system. The intern will also come in to support vendor on-boarding and due diligence activities that are critical to ensure compliance to regulatory requirements.

Divisional Project

One of the key success measures in Coupa S2P deployment is drive maximum supplier adoption and usage via Supplier Enablement strategy. The intern will have the opportunity to work with ESC wider team to develop strategies and recommendations across a number of areas covering spend analytics, process improvement, buying channels and catalog enablement through to execution.



Not only that, the intern will get a chance to support and undertake projects to support the Corporate Services transformation journey to world class. Areas could include workplace strategy implementation for agency force, process streamlining exercise to enhance user experience, communication strategy, etc.

Pre-Requisites

- Currently pursuing studies in Supply Chain Management, Operations, Business or relevant fields
- Excellent verbal and written communication skills
- Ability to work with cross-functional teams
- Has initiative and results oriented
- Ability to analyze, explain and draw conclusions based on data from multiple content areas
- Proficiency with Word, Excel and Powerpoint

[HR-IPC1001] 2020 Internship Programme

Human Resources: Culture & Learning

Job Description

PART-TIME/ FULL-TIME

BAU Activities

- Proficient in design internal communication & integrated assets (EDMs, videos, presentation, online survey design) as a means to capture employee feedback in a fun, interactive fashion reflective of the open & innovation workplace culture
- Support data preparation, qualitative/quantitative analysis, data visualization from organisational-wide Values Survey
- 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
- Support in designing of learning materials for the LMS system and programs
- Independently on learning experiences and manage on-site from start to end, working collaboratively with stakeholders within the organisation
- Manage workshop set up and attendance tracking

Divisional Project

- Organisation wide Values Survey Diagnostics – Analyses, Insights, Reporting
- Organisation-wide Create Something New Engagement – Internal communications
- Organisational People Strategy / Planning & Design

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-IPC1002] 2020 Internship Programme

Human Resources: HR Analytics

PART-TIME/ FULL-TIME

Job Description

1. Participate in and support HR analytics projects to provide insight for better decision making.
2. Brainstorm, discuss and plan various possible analytics approach to practical issues.
3. Support data preparation, qualitative/quantitative analysis, data visualization

Pre-Requisites

Excel proficiency at least. Knowledge of SPSS/SAS, Tableau, and "R" would be beneficial, although not compulsory



[HR-IPC1003] 2020 Internship Programme

Human Resources: Talent Acquisition

PART-TIME/ FULL-TIME

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



[HR-IPC1004] 2020 Internship Programme

Human Resources: WorkPLAYce Engagement

PART-TIME/ FULL-TIME

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.



[INV-IPC1001] 2020 Internship Programme

Investment: Funds Selection & Due Diligence

FULL-TIME ONLY

Job Description

The individual will work with the manager in enhancing the database infrastructure and system for the external manager monitoring function within the Investments team.

This will entail, among others –

- Collation of external manager related data as well as verification of accuracy of information collected
- Development and design of a consolidated report of all PruLink and Par funds as well as their underlying fund structures
- Enhancing current analytics with the inclusion of performance attribution and exposure data
- Testing of the system and troubleshooting bugs and issues
- Building the database of Alternative portfolio funds' reported performance
- Collation of due diligence material for Alternative investments

Pre-Requisites

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



[OPS-IPC1001] 2020 Internship Programme Operations: Life Operations (PruShield Claims)

FULL-TIME ONLY

Job Description

This role entails opportunities in the following areas:

- Get briefed on the concept of Insurance and the various functions within Life Operations in particularly on Claims.
- Exposed to adjudication and hands on experience of processing simple medical claims.
- Support the administration of PruShield Inpatient and Pre/ Post Hospitalisation 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 payments 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



[OPS-IPC1002] 2020 Internship Programme Operations: New Business Underwriting

PART-TIME/ FULL-TIME

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 accepted 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-IPC1003] 2020 Internship Programme

Operations: Claims

FULL-TIME ONLY

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-IPC1004] 2020 Internship Programme

Operations: Operations Support

PART-TIME/ FULL-TIME

Job Description

BAU Activities

- Supporting / assisting in performing daily functions within the department.
- Updating of Standard Operating Procedure (SOP).
- Enhancement of team's current follow up processes.

Divisional Project

- Involvement in process improvement projects.

Pre-Requisites

- Detail-oriented and meticulous
- Willingness to take on some administrative tasks
- Positive attitude



[OPS-IPC1005] 2020 Internship Programme

Operations: Customer Management

FULL-TIME ONLY

Job Description

BAU Activities

Customer Service:

- Resolution of email enquiries from clients, Financial Consultants and Bank Partners.
- Make outbound calls when necessary as part of the resolution process.
- Meet our SLA of 90% resolution within 3 days.
- To be able to resolve email enquiries encompassing New Business, Policy Services, Claims and Billing & Collection processes.

Management Reporting:

- Be involved in the automation of daily email reconciliation function.
- Work with manager in the automation of daily and monthly email reporting and dashboard.
- Be in charge of updating procedure manual, and all other platforms such as Corporate Website, PRUaccess, PRURAISe, PRUinfo relating to email enquiries.

Email Volume Reduction Project:

- Work with manager in the email reduction project
- Research and present related findings
- Planning and execution.
- Involved in UAT.

Pre-Requisites

- Passionate in customer service
- Knowledge in Social Media platforms
- Good in Microsoft Excel
- Detail-oriented and meticulous
- To be able to speak up and share ideas
- Take initiative to raise questions



[OPS-IPC1006] 2020 Internship Programme Operations: Customer Management, CMU

PART-TIME/ FULL-TIME

Job Description

BAU Activities

1. Exposure on management of feedback and complaints received through various touchpoints and service recovery processes.
2. Contribute in identifying areas for improvement arising out of feedback and complaints.
3. Assist Case Managers in analyzing investigation reports to make independent and sound recommendations and in preparing correspondence to customers regarding the resolution of the complaint.
4. Assist in preparing congratulatory notes to staff on compliments received
5. Assist Case Managers in creating record of new complaints in the Customer Feedback Database and Life Asia.
6. Attend to the Feedback Hotline.

Pre-Requisites

- Good written and spoken communication skills, preferably bilingual
- Pleasant disposition and patient
- Meticulous and highly accurate
- Proficient in Microsoft Excel and Power Point an advantage