

# Välkommen in der Ikano Group

Ikano Bank in Germany is a member of the international Ikano Group, whose main areas of business include real estate, insurance and retail in addition to financial services. In 1988, Ikano became an independent group of companies, owned by the Kamprad family. Ingvar Kamprad is the founder of IKEA®.

The vision of Ikano is to enable people to create a better life. We work together to develop long-term solutions based on fair terms and simplicity that bring value to our customers and partners.

Based in Sweden, Ikano Bank specialises in services such as store cards, credit cards, personal loans and the deposit business. It has a successful presence in many countries: Germany, Austria, Sweden, Denmark, Norway, Finland, the United Kingdom, Russia and Poland. In Germany, Ikano Bank is headquartered in Wiesbaden.

**We have heard others say that we make up a particularly good team. Now is your opportunity to see for yourself: To the earliest possible date we are looking to recruit a**

## Senior Process Specialist (m/f)

located in Wiesbaden

### Look forward to becoming part of Ikano Bank

You can expect an exciting and challenging range of assignments in an environment designed for growth. Varied tasks facilitate creativity and analytical working methods. With us, you will work within a pragmatic enterprise with a flat hierarchical structure and a collegial working atmosphere. If we have successfully raised your attention, we would be delighted to get to know you!

#### Key responsibilities

- ✓ Take a leading position regarding process management, continuous improvements and change
- ✓ Document and communicate all regional end-to-end processes
- ✓ Develop new as well as improve and maintain current processes – with regard to current processes: products, service (digital) delivery's, organization and systems
- ✓ Support Operations Managers, and team managers (co-workers) regarding different tasks in local business lines (B2B, B2C/D2C, Collections)
- ✓ Be responsible and support in improvements on efficiency's
- ✓ Participate in regional and cross regional projects
- ✓ Manage and resolve any process breakdowns related to your area
- ✓ Operations supplier management until delivery (new suppliers)

#### Our offer

- ✓ A fair salary and attractive social benefits
- ✓ Flexible working hours
- ✓ National and international opportunities for development
- ✓ Ticket for public transport or parking lot
- ✓ Employee events on a regular basis

#### Profile and qualification

- ✓ Successfully completed university degree in business studies or a related field
- ✓ 3 to 5 years of extensive experience from process documentation/improvement and project management, using methodologies and tools such as Lean/Six Sigma, Visio and QualiWare
- ✓ Background from banking operations and/or customer contact center
- ✓ Experience with process concepts and -methods as well as process modeling software
- ✓ Competent handling of MS Office applications, especially Excel and PowerPoint
- ✓ Excellent communicator, written and verbal, who has the ability to motivate and encourage others to learn new ways of working
- ✓ Structured and focused on making things happen
- ✓ Self-driven and proactive
- ✓ Fluent in German and English (written and spoken)

#### Main objectives

You report to our Operations Development Manager and will do process improvements and quality assurance. It is your objective to ensure customer centricity and operational excellence in all our processes and secure cross regional alignment.

We look forward to your online application in English language through our contracted partner.

**Please include: Code IK14072016**

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[www.hidden-professionals.de](http://www.hidden-professionals.de)