



## ACTIVATE YOUR CAREER

NEW ZEALAND  
SUMMER INTERN PROGRAMME STREAMS

Working at ANZ is not what you might imagine when you think 'working at a bank'. We do things differently.

At ANZ, we are driven by our purpose and strive to create a balanced and sustainable society in which everyone can take part and build a better life. Be surprised by what you find.

Our purpose not only underpins our business strategy, it guides the decisions and actions we take every day as we serve individuals, families, businesses and communities.

Our focus is on your values and capability - you are more than a university mark or previous experience. No CV's required, we want to get to know you and your ideas.

We're looking for students who are passionate about what they do and how they do it. Our CEO, Shayne Elliot says:

---

**“WORK FOR PEOPLE  
WHO TEACH YOU THINGS;  
ATTITUDE IS JUST AS  
IMPORTANT AS APTITUDE;  
BE ADAPTIVE; AND  
BE AUTHENTIC”**

---

If you're motivated by creating social good, join us. We know we play an important role in society, and we don't take that lightly. We support and empower each other. Be a part of building communities, providing people with opportunity, and helping to transform ideas, hard work and ambition into reality.

Our Intern programmes are designed to challenge and reward. We're on the hunt for dynamic students who love workshopping ideas, are keen to embrace and explore innovation, and have an exceptional taste in music (the last bit is optional...) We want people who aren't afraid to speak up, share their opinions, develop relationships and influence outcomes.

No matter where your career takes you, our Intern programme will provide you with the foundation you need to grow and succeed.

## CHIEF INFORMATION OFFICE INTERN PROGRAMME

**Location:** Auckland & Wellington

**Length of Programme:** 8 weeks  
(December 2020/January 2021)

Like everyone here at ANZ, our teams in the Chief Information Office (CIO) are passionate about delivering the best possible customer experience. They do this by working collaboratively with other teams in ANZ to deliver and improve our customer and employee experience, ensuring that ANZ remains safe and secure to ensure our customers' financial assets are protected, and by providing thought leadership and innovation. The division consists of the following capabilities:

- Technology Operations
- Information Security
- Enterprise Architecture
- Customer Portfolio Delivery
- Digital, Design and Innovation
- Operational Risk & Assurance
- Business Planning & Performance

When you join the CIO programme, you'll be at the forefront of how we keep ANZ moving and innovating, in one of the most exciting parts of our business.

### What to expect in your 8 week Internship

In the CIO we pride ourselves on having a programme that gives our interns a broad experience and insights across the capabilities listed above. We provide you with opportunities that will challenge you, where you will learn and grow, and where you will deliver work that really makes a difference.

### What makes a good CIO Intern?

We're on the search for inquisitive people who are passionate about finding better ways to do things. We look for creative, business-minded, analytical minds who can look at problems from a big-picture standpoint. If you can adapt and perform in a rapidly evolving industry and communicate your ideas clearly and simply, we'd love to hear from you.

Our CIO interns will be engaged in a variety of projects and will need to be flexible and comfortable working across different teams and environments.

A degree or prior studies in Science, Engineering, Mathematics, Commerce, Information Systems or Technology would be a plus. However, we champion diversity of thinking and a genuine interest in digital, technology, data or design is just as valuable.

We're genuinely interested in what makes you unique. Music, fashion, sport, cultural activities, community work, travel, achievements and experiences all add to your knowledge and ability.

## CORPORATE AFFAIRS INTERN PROGRAMME

**Location:** Auckland

**Length of Programme:** 8 weeks  
(December 2020/January 2021)

Corporate Affairs is a key part of ANZ Bank New Zealand, overseeing strategic issues including internal and external communication, content creation, government relations, corporate social responsibility and customer relations.

This team helps the bank build and maintain relationships with multiple stakeholders in managing and enhancing ANZ New Zealand's reputation.

This is a diverse part of the bank where no two days look the same.

It is an exciting time to develop your interest in Corporate Affairs as banking is a rapidly changing landscape. How these changes are presented to customers, staff, the public and other stakeholders, and the challenges and opportunities they can bring, is handled by the Corporate Affairs team.

### What makes a great Corporate Affairs Intern?

We're on the lookout for interns who are:

- Empathetic communicators
- Avid problem solvers
- Naturally curious
- Big-picture thinkers
- Comfortable with ambiguity
- Interested in learning and growing themselves personally and professionally

You could be studying towards a Commerce, Arts, Legal, Marketing, Political, Communications or Management degree.

You will be exposed to a busy and valued team that handles complex regulatory and reputational issues, creates strategic communication strategies and content, and provide support, guidance and counsel to other business units and executives. The areas you will be exposed to within the Corporate Affairs team include:

- Media Relations
- Corporate Social Responsibility
- Customer Relations
- Strategic communications
- Content planning and delivery (including video and social media)
- Government Relations

### How does the Intern Programme work?

One of the best ways to learn is to do.

Our programme will give you a comprehensive overview of how to hit the ground running in a busy and varied environment at the heart of the bank, spanning everything from engaging with staff and writing press releases to corporate volunteering and communication directly from the CEO.

We'll give you the chance to learn from some of the most experienced specialists and inspiring professionals in New Zealand. Over eight weeks, you'll have the chance to network, develop your skills and gain an understanding of the different areas of the broader ANZ Corporate Affairs business. By the end, you'll be well placed to confirm whether a career in banking, communications, government relations and public relations is for you.

But great candidates are more than just their technical know-how. We want to know what makes you, you. Your interests, hobbies and experiences are all a big part of making you a competitive applicant. Our interns are a diverse group of individuals who all bring something different to the table.

## RETAIL & BUSINESS BANKING INTERN PROGRAMME

**Location:** Auckland

**Length of Programme:** 8 weeks  
(December 2020/January 2021)

Our goal is to be New Zealand's best bank by helping locals achieve more. Retail and Business Banking is our largest division and where most customers come into contact with us – that's why it's referred to as the face of the bank. Through our branches, business and contact centres, and team of mobile mortgage managers, we offer customers access to the most banking specialists in New Zealand.

Retail and Business Banking's frontline team understand the needs and aspirations of our customers to give them the best possible solutions. From deposits and credit cards, to personal loans and home loans, and a whole lot more, our team drives the business forward. Behind the scenes, we have large teams of experts designing our products and services, and making sure they meet the needs and expectations of our customers, our community and our regulators.

The best way to learn is to do. That's why we want to give you the opportunity to get hands-on experience and opportunities to learn from your leaders and colleagues while gaining knowledge of how the division operates, our products, and our customer service values. Grasp all opportunities presented to ensure you have a great learning experience.

### What to expect in your 8 week Internship

Interns may spend time in our Products or Risk & Governance teams. Interns will support the business to deliver on priorities. You will have opportunities to work autonomously but also within and across our teams to gain insights into our business and get a sense of what's involved in providing a great banking experience for our customers.

#### Risk & Governance

This team has a broad scope that covers all aspects of our operation, supporting the business to make sure we're well managed, our staff are safe at work, and we're meeting our regulatory requirements, as well as delivering other key projects and initiatives for the business. You will get an opportunity to work on specific projects that will show you how we're constantly working to improve our products and processes to deliver a good outcome for staff and customers.

#### Products

This set of teams is focussed on managing the day-to-day working of Retail, Business Banking and Commercial & Agri products. Your work will include behind the scenes management and pricing of products, and supporting our employees to deliver customised solutions to our customers.

### What makes a good Retail and Business Banking Intern?

Successful Interns are passionate about customers and their needs. They have a strong customer focus and can build close relationships with their peers and stakeholders alike. We're looking for people who have initiative, and are comfortable with problem-solving, which may include research and analysis-based tasks. Using their communication skills to communicate solutions clearly and simply is also a must.

We're looking for flexible, adaptable people who want to be a part of the biggest area of our operations. People who want to grab opportunities with both hands and experience all the challenges and rewards this program has to offer.

Our Retail & Business Banking programme looks for students with the right attitude and values. We are course agnostic as our previous interns and graduates have come from all streams including; Business, Commerce, Arts, and Sciences. We know you've got more to offer than official grades. We strongly value curiosity and diversity of thinking, and we want to know what makes you tick, and what you can bring to the table. Things like interests, hobbies, travel, community work, achievements and experiences all make you a more competitive applicant.

ANZ Interns are a diverse group of individuals who all bring something different to the table, and this is something we truly value.

## ENOUGH ABOUT US. WHAT ABOUT YOU?

- Are you someone who asks *why* a lot? We love curious people challenging the status quo.
- Do you think differently about things? A variety of views allow us to come up with better solutions.
- Do you love generating creative ideas, analysing data, researching options and solving problems all while having fun along the way? We do too.
- Are you someone who loves working as part of a team? You'll fit right in (and don't be afraid to stand out).
- Do you prefer to work on your own so you have the thinking space to develop creative solutions? We love that too.
- We love persistence, especially when it comes to improving the customer experience. It's not always easy, but we need people who embrace a challenge.
- Consider yourself to be friendly, curious and self-motivated? Apply today.

Our most successful Interns to come through this programme embrace diversity, are passionate about our customers, curious about the business we are in, and love working collaboratively to develop and deliver better outcomes for the business, our customers and community.

## ARE YOU IN? WHAT'S NEXT?

As we said earlier, no CV's required, we want to get to know you and your ideas. We don't believe that we can assess that by reducing your experiences to a page. This means that there's no need to send us a copy of your resume, or even your cover letter.

Instead, we invite you to take part in a series of games which assess a range of abilities. That's it.

If you move to the next stage, we'll invite you to complete a Personality Questionnaire. There are no right or wrong answers, we just want to learn more about how you prefer to work.

From here, you'll be invited to do a digital interview (you can interview from the comfort of home), where you record your answers to prompts in a series of short videos. Finally, we'd love to meet you via a video link as part of our virtual assessment centres which include an interview and case study.



**Applications open:** 10th July 2020

**Applications close:** 10th August 2020

This is the perfect opportunity for you to take your career to the next level. [Apply today](#). We can't wait to meet you.