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First National Bank (FNB) Youth Development Learnership Programme 2025

Description

First National Bank (FNB) offers a Youth Development Learnership Programme designed to provide young South Africans with practical work experience while they complete a registered qualification. This initiative aims to equip participants with the necessary skills and knowledge to thrive in the financial services sector. The Learnership Programme is a developmental role where participants engage in various tasks such as research, analysis, administration, and project work that support FNB's business objectives. Learners will gain hands-on experience and receive additional training as required to enhance their professional growth.

Responsibilities

Identify and escalate potential risks that may lead to increased costs. Demonstrate cost consciousness and awareness of personal contribution to costs. Increase knowledge and understanding of financial processes and adhere to required operating standards. Resolve customer dissatisfaction/complaints and take ownership of problems. Communicate with customers according to agreed standards. Collect customer feedback to help improve customer service. Ensure that product knowledge and advice are technically accurate. Work with enhanced processes and procedures to maintain operational efficiencies. Adhere to company policies and procedures and maintain accurate activity reports. Investigate innovative ways to optimize processes. Contribute to the alignment of business processes to customer service. Advise line management on potential opportunities for process and system improvements. Demonstrate the shared value "I get better and better." Contribute to the team by working together to achieve team goals, thereby living the shared value "We strengthens me." Value individual contributions and show respect for others. Share information and knowledge that will benefit the team.

Qualifications

A valid Grade 12/Matric certificate is required.

Experience

- While prior customer service experience is advantageous, it is not a mandatory requirement for this learnership.

Skills

- Strong communication and interpersonal skills.
- Ability to work collaboratively within a team environment.
- Problem-solving capabilities and a proactive approach to tasks.
- Basic understanding of financial processes and customer service principles.

Job Benefits

Participants will receive a monthly stipend of R5,350 during the learnership. all

Hiring organization
First National Bank (FNB)

Employment Type
Intern

Duration of employment
3 Months

Industry
Banking

Job Location
Johannesburg, Gauteng, South Africa, 2000, Johannesburg, Gauteng, South Africa

Working Hours
9

Date posted
November 6, 2025

Valid through
10.11.2027

provinces jobs.co.zaOpportunity to gain valuable work experience in one of South Africa's leading banks. Development of industry-specific skills and competencies. Potential for career advancement within the financial services sector upon successful completion of the programme.

Contacts

For more information or to apply, interested candidates should visit the official FNB Careers website or contact FNB's recruitment department through their official communication channels.