

Operational Planning Executive

CrediaBank, which was created through the merger of Attica Bank and the former Pancreta Bank, is looking for an **Operational Planning Executive** to join our dynamic team.

Job details

Job type: **Full-time**

Location: **Athens, Greece**

Apply via email to: recruitment@crediabank.com

About the job

CrediaBank is seeking an **Operational Planning Executive** within the Bank's Transformation unit. The job holder will contribute to the design, documentation and enhancement of the Bank's operational processes, working closely with various business units supporting the ongoing operational maturity and continuous improvement of the Bank's processes. The ideal candidate will have experience in Banking Operations, Project Management or Transformation and demonstrate strong organizational skills and a results-oriented mindset with an ability to manage change and propose solutions.

Responsibilities

- Map, document and record end-to-end operational processes using the Bank's approved tools and process-design methodologies
- Collaborate with different units across the Bank to systematically evaluate existing processes and identify improvement opportunities
- Contribute to the development of the Bank's operational framework (processes, policies) and enhance the consistency of operational manuals
- Maintain and update a central repository of process-related tools and methodologies, ensuring organization-wide standardization and alignment
- Support initiatives and projects related to operational integration and process harmonization
- Participate in internal workshops and initiatives aimed at strengthening the Bank's operational effectiveness and continuous improvement efforts
- Provide comprehensive operational support to internal teams on process-related topics and the implementation of new ways of working.

Qualifications

- University degree in Economics, STEM, Business Administration or a related field
- Minimum of **three (3) years** of professional experience in Operations, Process Management, Project Management or Transformation roles within a banking or financial services environment
- Excellent command of the Greek and English language, both written and verbal
- Excellent computer skills, with emphasis on MS Office applications ((Excel, PowerPoint, Visio), and proficiency with digital collaboration tools
- Familiarity with BPM/Process-Modeling tools (e.g., Aris, Adonis, Signavio, Bizagi)
- Preferred certifications: Lean Six Sigma, BPMN, or Project Management
- Knowledge of the banking legal and regulatory framework

- Understanding of key concepts related to the risk & control framework (e.g., RCSA, KPIs, Governance) as well as quality assurance principles
- Good understanding of process mapping, documentation and end-to-end recording methodologies
- Experience in operational integration or organizational redesign projects will be considered an asset
- Strong analytical thinking and attention to detail
- Solid organizational and time-management skills
- Learning agility and willingness to continuously develop
- Problem-solving mindset and results-driven orientation
- Effective communication skills and ability to collaborate across multidisciplinary teams.
- Flexibility and adaptability in a continuously evolving environment.

About CrediaBank

CrediaBank was created through the merger of Attica Bank and the former Pancreta Bank and is the 5th largest bank in Greece in terms of assets. It is a modern banking institution with a network of 65 branches and 5 business centers across the country, serving approximately 300,000 individuals and businesses with a wide portfolio of deposit, investment, and insurance products, mutual funds, loans, and brokerage services. Customer service is a top priority for CrediaBank, which is why it is the only bank that welcomes customers both with and without appointments, offers cashier services available throughout the day, and operates with extended hours through the CrediaConnect service.

CrediaBank operates as a credit institution supervised by the Bank of Greece, strictly applying both European and national regulatory frameworks governing the operation of banks. More information about the Bank is available on our website www.crediabank.com

We respect your personal data

CrediaBank, taking into account that the personal data of candidate employees is of great importance, informs you in accordance with Regulation (EU) 2016/679 and the relevant provisions of the applicable Greek legislation for the protection of personal data, in its capacity as controller of the type of personal data it collects, the reason they are collected and processed and how long they are retained here bit.ly/3uUXmR3.