About PTSB

PTSB has a long banking history, stemming over 210 years, making us one of Ireland's longest serving financial services institutions.

Throughout this time our focus has been on delivering exceptional customer experience and connecting with our local communities. Our experiences over two centuries shape our culture and influence how we will grow over time.

At PTSB, we are Altogether More Human. We bring the best of technology and our people together to solve customer needs and deliver a better banking experience.

Customer & Colleague focused. Inclusive. Caring. We manage risk and comply with regulations, where everyone works to meet our goals and are proud of the part they play. While culture is always evolving, our values and heart of our purpose remain the same.

Living our values and managing risk builds trust. We nurture an accountable and supportive workplace where everyone is encouraged to contribute meaningfully, as we become Ireland's best personal and business bank through exceptional customer experiences.

We promise to create a supportive and inclusive environment where everyone is welcome and respected. When you are your authentic self, your colleagues have better experiences working with you. This leads to exceptional customer experiences.

About the Apprentice Programme

The Professional Banking Practitioner apprenticeship is a three-year earn-and-learn opportunity designed for ambitious individuals who want to build a career in banking and financial services. As an apprentice, you will gain valuable workplace experience while studying towards a nationally recognised Level 8 qualification. Throughout the programme, you will receive structured training, mentoring, and support from experienced banking professionals, helping you develop both technical knowledge and professional skills.

About the Role

As a Banking Apprentice, you will work as part of a dynamic team and gain exposure to a variety of banking functions, including customer service, lending, operations, digital banking, and financial advisory services. Your responsibilities may include:

- Supporting customers with their banking needs.
- Assisting with account administration and day-to-day operations.
- Building relationships with customers and colleagues.
- Learning about banking products, services, and regulations.
- Participating in projects and continuous improvement initiatives.
- Maintaining accurate records and completing administrative tasks.

This role offers a unique opportunity to apply your learning in a real-world banking environment while developing the skills needed for a successful career.



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About You

We are looking for motivated individuals who are eager to learn, grow, and succeed. You should:

- Be committed to balancing work and academic study.
- Have strong communication and interpersonal skills.
- Be customer-focused and willing to help others.
- Demonstrate initiative, accountability, and professionalism.
- Be organised with good time management skills.
- Enjoy working as part of a collaborative team.
- Be enthusiastic about building a career in financial services.

Benefits of Working at PTSB

At PTSB, we invest in our people and provide a supportive environment where you can thrive. Benefits include:

- Earn a competitive salary while you learn with funded education.
- A recognised Level 8-degree qualification.
- Dedicated mentor and workplace supervisor.
- Hands-on experience across multiple areas of the bank.
- Access to professional banking qualifications.
- Inclusive, supportive, and collaborative workplace culture.
- Opportunity to build a rewarding long-term career in banking and financial services.

A recognised college of UCD



- Generous leave entitlement e.g. Holiday, Maternity, Paternity, Parental and Life Leave
- Training and Development - Support your continued education, as well as on the job training
- Supportive team network
- Company initiatives/supports
- Employee Resource Groups (DICE, PRISM, LiveWell, Better Balance and Adapt)
- Employee Assistance Programme
- Bike to work scheme
- Holiday Fund
- Travel Pass
- Staff Banking
- Pension scheme

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