



Job Specification – CSD Transactions & Markets Intern



ING's purpose is 'Empowering people to stay a step ahead in life and in business'. Every ING colleague is given the opportunity to contribute to that vision. We champion self-reliance and foster a collaborative and innovative culture. The Orange Code is our global manifesto for how we stay true to our purpose and our tradition of reinvention and empowerment. It is made up of **ING Values** (we are honest; we are prudent; we are responsible) and **ING Behaviours**: (you take it on and make it happen; you help others to be successful; you are always a step ahead). For us, success will only be achieved if we act with **Integrity**.

Some companies see diversity as a box to be ticked. We see it as fundamental to our success and we encourage a proper work/life balance. At ING, you'll only be judged on your performance in line with the Orange Code. And that's a promise.

Core Information

Job Title:	CSD Transactions & Markets Intern
Business/Function:	Wholesale Banking
Department:	CSD Transactions & Markets
Line Manager:	Vincent Verheul
Core Hours of Work:	Full Time 9.00am – 5.00pm
Internship Programme	9 month paid internship programme running from September 2018 to June 2019.
Status:	Temporary
Required start date:	September 2018

Job Specification

Overview:

The department Client Service Delivery Transactions and Markets is responsible for the processing of payments and financial markets products. Furthermore it has the global functional responsibility for the entire processing chain, the processes and automation. The department is split across several different locations worldwide, each location with its own individual scope of products. Within the UK, CSD Transactions and Markets processes equity transactions and equity-related securities financing transactions next to local payments.

The UK department will face a number of challenges over the period September 2018 to June 2019, e.g. the introduction of an Agile way of Working, a realignment of Operations and Change tasks, sourcing of Operational activities to other parts of ING Bank and the implementation of the additional requirements that Brexit will bring to ING Bank's UK branch. The intern will provide support to the CSD team on the delivery upon these challenges.

Main Duties and Responsibilities of Role

- Assistance with the Operations Sourcing projects from UK office onto other ING locations.
- Assistance in the creation of a Service Catalogue for the services provided by the UK Department, providing Service descriptions and KPI/KRI definitions.
- Support the Service Management process for Services being delivered into ING UK branch and report on the quality of the Service Delivery to Senior Management.
- Support the oversight and the delivery of the CSD Change programme and provide status reporting on the progress.
- Assistance with internal system and process developments.
- Direct support to the UK Leadership Team in their day to day roles.

Career Potential

This role will provide an excellent opportunity to gain insight into Operations, Change Management and Service Management processes within a banking environment.

Candidate Profile



Qualification/Education

Essential:

- You have a degree from a university, preferably in Supply Chain Management, Operations Management, Business Information Management, Change Management, Business Administration or (Industrial) Engineering.
- You have an interest in financial services, an innovative take on banking operations and an unconditional drive to turn your ideas into reality.

Experience/Knowledge

Essential:

- No prior experience necessary

Personal Competencies

Essential:

Excellent written and verbal communication skills.
Pro-active and self-starting.
Solid understanding of Word, PowerPoint and Excel.
Solution orientated, proactive and adaptable style.
Good interpersonal skills, tact and diplomacy.
Well organised and attentive to detail.

Click [here](#) to find out further information on this intern programme and how to

