

## Job Specification – CAO/LFC support 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

<b>Job Title:</b>	Support to the Local FATCA/CRS/US WHT coordinator
<b>Business/Function:</b>	Wholesale Banking
<b>Department:</b>	CAO Enterprise Management Office
<b>Line Manager:</b>	Lynne Collins
<b>Core Hours of Work:</b>	Full Time 9am – 5pm
<b>Status:</b>	Temporary
<b>Required start date:</b>	September 2017

### Job Specification

#### Department Overview:

The CAO Enterprise Management Office encompasses a number of key Business support activities including Service Management, 1<sup>st</sup> Line of Defence Risk & Control, and other shared support services. You will be reporting to the LFC (local FATCA coordinator) who has significant experience in the LFC role but also in a project support role for the Lending and PCM businesses and the branch overall. The intern position is primarily an important support role for the LFC as annual regulatory reporting to HMRC and the IRS continues to develop. The reporting cycle starts towards the end of Dec and completes end May, so fits well into the internship period.

Initially you will need to learn key aspects behind the role i.e., CDD, FATCA and CRS client classifications and aspects of US withholding including the governance, systems and processes behind it which will enable you to perform the main roles and responsibilities e.g.,

- Analyse data to ensure that clients have been classified correctly in the banks records
- Arrange for corrections to be made which may involve out-reach to clients or LAMs/PAMs or other areas within the bank
- Create reporting towards the HMRC ensuring that there is good audit trail in the process
- Up-date local governance i.e. procedures and processes

There are further changes in 2018 anticipated for the LFC and there will be involvement in this also, e.g;

- Moving onto a new data depository from which reporting will be taken. Testing and validation of data will be key.
- Moving onto a new reporting arrangement
- Further development of mandatory controls and testing around the controls



- Continuation of improvements of data

Whilst the prime responsibility will be around the regulatory reporting, there should be opportunity to be involved in other projects/initiatives being undertaken by the line manager. This is a demanding role as there are many initiatives in the area planned for 2018, and involvement may include:

- Taking on some tasks (under supervision) towards project deliverables
- Taking on some MI and management reporting
- Maintaining and managing back-logs (task lists)
- Other such adhoc tasks that are required within the CAO area

In addition to this the intern will be required to participate in other intern related development tasks e.g., organising charity and social events

### Career Potential

This role provides an excellent opportunity to gain an introduction to working in banking in general and to management of projects and initiatives. The role gives opportunity to be involved in multiple areas of the London business. but also to work collaboratively with colleagues in other locations

The role will also enable the Intern to be involved in the LB changing landscape as the organisation moves towards its model of 'OWOW' (One Way of Working) the principals of which are based on the Agile methodology and has been adapted by ING to ensure continuous improvement and more timely delivery towards the client.

### Candidate Profile

#### Qualification/Education

Essential: A recent graduate or looking for a year out of a degree (preferably with a related degree subject i.e. business)

#### Experience/Knowledge

Essential: No prior experience necessary – training to be provided but good knowledge and application of Excel, PowerPoint, and Word.

#### Personal Competencies

Essential: Excellent written and verbal communication skills  
Solution orientated, proactive and adaptable style  
Enjoys analytical work and working with data/spreadsheets (non-financial)  
Enjoys and is attentive to detail  
An enquiring mind  
Ability and enthusiasm to learn new skills  
Well organised  
Strong inter-personal skills and ability to co-operate well with others  
Someone who will also play a big part in the intern team and represent the CAO dept

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