



Job Specification – Agile Coach 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:	Agile Coach Intern
Business/Function:	Wholesale Banking
Department:	CAO Domain
Line Manager:	Asif Akhtar/Justin Askew
Core Hours of Work:	Full Time 9.00am – 5.00pm
Internship Programme	9 month paid internship programme running from September 2020 to June 2021.
Status:	Temporary
Required start date:	September 2020

Job Specification

Overview:

ING is becoming an Agile bank so that we can respond effectively in a changing world and deliver great value to our customers. Agile has gained huge popularity as a way of working and can be found throughout the modern workplace. Agile is an umbrella term for the mind-set, tools, frameworks and behaviours that allow us to deliver value in an optimal way. We deliver incrementally and iteratively as a way of getting early feedback. This helps us to deliver the products and services that our customers want.

To achieve this we are establishing new ways of working including daily team meetings, structured planning and process improvement sessions. We build feedback loops in to everything we do so we can learn and improve.

Transitioning to Agile can be a challenge, and we exist to help teams to adopt this dynamic and enjoyable way of working through training, coaching and hands-on support.

As an intern with the Agile coaching team you will be assisting with the organisation-wide adoption of Agile.

You will have the opportunity to work with a wide range of departments understanding their function and gaining a great insight into how the teams are transforming to this new way of working. You will assist in changing the team dynamics to become customer focused, high performing and self-managing.

This will entail helping with training and coaching sessions using various tools to support the implementation of Agile principles. This is a hands-on and engaging role requiring excellent interpersonal skills, high levels of energy as well as strong communication skills.

Supporting a number of Agile coaches you will help plan, facilitate and deliver a variety of workshops with the goal of helping teams to continuously improve.

The skills and experience you gain will be highly transferable.



Main Duties and Responsibilities of Role

- Support the Agile coaches
- Plan and Schedule workshops
- Help facilitate improvement workshops – including Planning Workshops, Sprint Reviews and Retrospectives
- Support the production of metrics to pinpoint areas for improvement
- To bring energy and fun to the team
- Help team members to build a growth mind-set
- Help ING to become a learning organisation
- Working with the rest of the interns to put together ‘meet the manager’ sessions amongst the managers, networking events and product sessions.
- Thinking of ideas for charity events for the London office and taking them on and making them happen! Previous events have included an acoustic night and hands-on day painting a partnership charities (XLP) offices.
- Build a connected community integrating interns across our business domain.

Career Potential

This role provides an excellent opportunity to gain insight into to working within an agile environment or within an organisation transitioning to agile. Potentially leading to Scrum Master, Product Owner and Agile Coaching roles.

Candidate Profile

Qualification/Education

Essential: A recent graduate or looking to do a university placement year.

Experience/Knowledge

Essential: N/A

Desirable: Understanding of Agile

Personal Competencies

Essential: The drive to help others to succeed.
Someone who can work well as part of a team with has the ability to develop strong relationships with clients, candidates and colleagues.
Well organised.
Takes initiative and makes it happen.
Good communication and interpersonal skills.
Approachable and friendly.
Detail oriented while able to see the big picture.
Plays a big part in the intern team and represents the department well.
Learning mind-set.
Good PC skills, including a working knowledge of Word, Excel & Outlook.

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