

## Job Specification – CSD CLT Supporting Team 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>	CSD CLT Supporting Team Intern
<b>Business/Function:</b>	Wholesale Banking
<b>Department:</b>	CLT Supporting Team
<b>Line Manager:</b>	Vincent Verheul
<b>Core Hours of Work:</b>	Full Time 9.00am – 5.00pm
<b>Internship Programme</b>	9 month paid internship programme running from September 2020 to June 2021
<b>Status:</b>	Temporary
<b>Required start date:</b>	September 2020

### Job Specification

#### Overview:

The department Client Service Delivery CLT Supporting team is a small team responsible for guiding and supporting the Client Service Delivery Customer Loyalty Teams (CSD-CLT teams) by providing specialist knowledge on Service Management, Risk and Control, Process Improvement, Automation (Robotics) and Performance Management. The team coordinates the activities in these areas, providing consistent standards and drives the implementation of these within the CLT teams.

The Supporting team plays a leading role in the development and implementation of the Operations Management framework, developing and refining the performance metrics that help the teams to manage their day-to-day Service Delivery. Furthermore, the Supporting team will establish local Service management practices for all services received and delivered in line with the Global standards that are available within ING. Lastly, the Supporting team ensures that the day-to-day execution adheres to and meets the requirements of the Risk and Control Frameworks, Policies and Standards.

The Supporting team is a small Self- Managed team of 5 staff members that operates autonomously on objectives and priorities that are set for the entire CSD UK domain.

#### Main Duties and Responsibilities of Role

- Assistance in maintaining and updating Service Catalogues for the services provided by the UK Department and supporting the review of KPI/KRIs.



- 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 the Operations Sourcing projects from UK office onto other ING locations.
- Assistance with internal system and process developments.
- Performing regulatory and risk and control tasks.
- Taking on a rotational Scrum Master role in the new Agile way of working and supporting the team with creating user stories and tasks.
- Joining in with team retrospectives to review, understand and improve the performance of the team.
- Coordinating and facilitating activities across the wider CSD teams.
- Working with the Eagles community to put together 'meet the manager' sessions amongst the managers, networking events and product sessions.
- Participating in charity events for the London office and taking them on and making them happen!

### 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:

- A team player with strong interpersonal skills who can develop relationships with clients, candidates, colleagues and stakeholders.
- Able to act independently using own initiative.
- Approachable and friendly.
- Good written and verbal communication skills
- Someone with a professional and confident manner.
- Flexible and adaptable.
- Proactive and open to learning.
- Good time keeping
- An organised and detail orientated individual who can prioritise and manage multiple demands
- Someone who will be able to make a significant contribution to the intern team and represent their department.
- Good PC skills, including a working knowledge of Word, PowerPoint, Excel & Outlook.

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