

## Job Specification – Human Resources 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>	Human Resources Intern
<b>Business/Function:</b>	Wholesale Banking
<b>Department:</b>	Human Resources
<b>Line Manager:</b>	Naomi Ashcroft
<b>Core Hours of Work:</b>	Hours of work will be Monday to Friday inclusive on a rota basis between 8.30 am and 5.30 pm working 7 hours with an hour unpaid lunch.
<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:

This is not just a role in the Human Resources, this is an internship programme. You will be required to participate in organising charity and social events taking place in the bank as a team. You will also get a lot of support in learning about Wholesale Banking and laying the foundations for a professional future career. We are looking for an enthusiastic team player to get stuck into all of the intern tasks.

The UK Human Resources Department encompasses HR Business Partners who support our various functions within Wholesale Banking, HR Operations and International Mobility. You will be working within the HR Client Services Team.

#### Main Duties and Responsibilities of Role

- General HR Administration
  - Prepare and check employment, mortgage, tenancy and visa references on a rota basis;
  - Case Work including leavers, short term assignments, work experience, probations, contractual changes etc. Potentially getting involved in more complex cases like maternity, redundancies and short term assignments;
  - Co-ordinate the internal sickness process;
  - Data entry and checking of data entry into the HR information system (PeopleSoft);
  - Fielding calls and answering queries on all HR related policies and procedures as first point of contact for employees.
  - Covering the Client Services Inbox and answering queries via email on a rota basis;
  - Organising meetings and events on behalf of the HR Business Partners and the UK Head of HR. This can include taking detailed minutes now and again.



- Providing administration support for various benefits processes; pensions, childcare vouchers, eye test forms, cycle scheme, long service award party etc;
- Supporting cyclical Client Services team & HR Business Partner processes; helping with graduate recruitment; the annual promotion process, intern programmes etc;
- Being the 'go to' person in HR for daily activities such as post management, stationary control and other housekeeping duties;
- Oversee scanning all joiner and leaver files and other adhoc scanning by developing a system to ensure minimal backlog.
- Opportunity to shadow and assist a HR Business Partner;
- Using Microsoft Office (Excel, Word) and Adobe Pro to complete admin tasks;
- 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!

### Career Potential

This role provides an excellent opportunity to gain an introduction to working within Human Resources. The Human Resources function provides advice to all business units within London Branch and is therefore a learning opportunity and introduction to these areas.

### Candidate Profile

#### Qualification/Education

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

#### Experience/Knowledge

**Essential:** No prior experience necessary – training to be provided.

**Desirable:** A person who has already developed an interest in Human Resources.

#### Personal Competencies

**Essential:** A self-starter.  
Professional and confident manner.  
Good verbal and written communication skills.  
Good PC skills, including a working knowledge of Word, Adobe and Excel.  
Good interpersonal skills, tact and diplomacy.  
Approachable and friendly.  
Organised and detailed orientated.  
A team player who has the ability to develop strong relationships with clients, candidates and colleagues.  
Someone who will also play a big part in the intern team and represent the Human Resources team well.

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