



## Job Specification – Premises & Facilities 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>	Premises & Facilities Intern
<b>Business/Function:</b>	Wholesale Banking
<b>Department:</b>	CAO Enterprise Management Office & Shared Services
<b>Line Manager:</b>	Stephen Burnett/Mike Smith
<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

#### Department Overview:

The Facilities Management (FM) department is responsible for ensuring that ING's property, facilities services and workplace continually meet the business's operational, financial and legal requirements. Premises & Facilities services include corporate hospitality and events, physical security, property management, maintenance, well-being services, space management, corporate travel, building sustainability and all guest services. Most of these services are delivered by our Outsourced facilities partner CBRE.

This role provides an excellent opportunity to gain an introduction to working within a corporate facilities management function and management of outsourced activities. The role is diverse and offers many areas to develop business skills. Premises & Facilities work closely with many of the internal banking functions and outsourced service partners. The nature of the role will offer the candidate a chance to engage with many key stakeholders in various areas of the business including IT, Innovation, Sustainability, Operational Risk, Business Control and Finance.



### Main Duties and Responsibilities of Role

- Maintaining and compiling analysis reports for the operational & financial performance management of FM 3<sup>rd</sup> party suppliers, for ING Facilities management to monitor performance against agreed service levels, KPIs and financial targets.
- Review of internal business/service activities, functions and applications delivered within the department (e.g. Corporate Travel, Presentations, Space Management, Work Place Environment) to identify trends, develop strategies or new efficient ways or working.
- Assisting the Premises & Facilities management team to ensure FM activities are in accordance with ING policy & minimum standards.
- Working with the rest of the interns to put together 'meet the manager' sessions amongst the managers, networking events and product sessions.
- Analysis of internal MI and Facilities operational data to assist FM team to identify trends, gaps in compliance or new efficient ways or working
- 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 a corporate facilities management function. The role is diverse and offers many areas to develop business and interpersonal skills. Premises & Facilities work closely with many of the internal banking functions and outsourced service partners. The nature of the role will offer the candidate a chance to engage with many key stakeholders in various areas of the business.

### Candidate Profile

#### Qualification/Education

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

#### Personal Competencies

**Essential:** Someone who can work well as part of a team as well as own initiative, good time keeper and well organised.  
Good communication and interpersonal skills are required both for interaction between team members and customers.  
Good PC and analytical skills, including a working knowledge of Word, Excel & Outlook.  
Someone with a professional and confident manner.  
Good verbal and written communication skills.  
Approachable and friendly.  
An organised and details orientated individual.  
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 department well.  
Proactive.  
Professionalism.  
Ability to execute tasks independently and manage/prioritize workload.  
Willingness to learn.  
Customer & service quality focussed  
Able to build, influence and maintain excellent relationships with stakeholders, colleagues and suppliers.  
Collaborating and sharing resource to get things done  
Managing & engaging with change and innovation

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