



Job Specification – Agile Coach Intern



ING is a global bank with a strong European base. Our over 56,000 employees serve around 38.8 million customers, corporate clients and financial institutions in over 40 countries. Our purpose is to empower people to stay a step ahead in life and in business. This purpose guides us in everything we do.

Our products include savings, payments, investments, loans and mortgages in most of our retail markets. For our Wholesale Banking clients, we provide specialised lending, tailored corporate finance, debt and equity market solutions, payments & cash management and trade and treasury services. Customer experience is what differentiates us and we're continuously innovating to improve it. We also partner with others to bring disruptive ideas to market faster.

'Do your thing' is our new brand direction and our first global tagline. It articulates our purpose and our promise to make banking frictionless. It's about encouraging people to do more of the things that move them and their business. 'Do your thing' is not about irresponsible behaviour but about people being free to live the life they want to live, knowing that they will make their world a little better for it.

Job Title:	Intern
Business/Function:	UK Agile Coaches
Line Manager:	Mark Wainwright
Core Hours of Work:	Full Time – 9.00 am – 5.00 pm
Duration	9 month paid internship programme running from October 2021 to June 2022
Status:	Temporary
Required start date	October 2021

Job Description

The ING London Internship Programme: A structured programme aimed at university students and recent graduates. The programme will offer first-hand experience of what a career at ING is like by giving you an opportunity to observe and get involved in the day to day running of the business. An internship at ING will allow you to explore your interests and develop your professional skills and capabilities.

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. 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.

Job Responsibilities

- Support the Agile coaches in effectively coordinating their work with ING teams
- Plan and Schedule agile 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
- Working with the rest of the interns to put together “meet the manager” sessions amongst the managers, networking events and product sessions;
- Actively participate in volunteering opportunities available through ING's charity partnership initiatives;
- Think of ideas for charity events for the London office and take them on and making them happen!

Your Work Environment

You would join the UK Agile coaching team which consists of three agile coaches who currently work remotely from home. The team connect daily via regular team meetings as well as communicating online. All team meetings and coaching activities are currently held remotely via video conference. The team manage and monitor all tasks and activities using an online work tracking system.

Career Potential

This role provides an excellent opportunity to gain an introduction to working within the department, with the potential to apply for permanent roles as available.

Who Are We Looking For?

Required Skills

Essential

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

Must have the right to work in the UK for the whole duration of the proposed internship

The drive to help others to succeed

Learning mind-set

Someone who can work well as part of a team as well as own initiative, good timekeeper and well organised.

Good communication and interpersonal skills are required both for interaction between team members and customers.

Good PC 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 can 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/prioritise workload.

Willingness to learn.

Desirable

Understanding of Agile

What Type Of People Are We Looking For

Creating a differentiating experience starts with ING's culture: entrepreneurial, open, collaborative, innovative and energetic. Who we are and how we work are set out in our Orange Code. Our values are the non-negotiable promises we make to the world. The principles we stick to no matter what are: we are honest, we are prudent, and we are responsible. Our behaviours are the commitments we make to each other and the standards by which we measure performance. These behaviours are what set us apart. We are looking for people who apply these behaviours: you take it on and make it happen, you help others to be successful and you are always a step ahead.

With integrity above all, the Orange Code is our manifesto describing the values and behaviours that define us and what it means to be ING.

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