



Job Specification – Client Service Delivery/Customer Loyalty Support Team 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:	Client Service Delivery / Customer Loyalty Team Intern
Business/Function:	Wholesale Banking COO Domain
Line Manager:	Sue Maynard
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.

Job Responsibilities

- Assistance with Service Management activities related to services sourced and delivered for the CSD Departments.
- Supporting the preparation and review of KPI/KRI data and MI reporting.
- Involvement in system and process improvements and developments
- Performing regulatory and risk and control tasks
- Coordinating and facilitating activities across CSD teams, other UK functions and the ING Global Network
- Support the CSD Teams with ad hoc business initiatives and requirements.
- Complete mandatory training requirements within designated timeframes.
- Taking on a rotational Scrum Master role in the new Agile way of working and supporting the team with creating user stories and tasks.
- Participate in daily stand-ups to share and update on work priorities and progress
- Joining in with team retrospectives to review, understand and improve the performance of the team.
- Participate in ongoing team development activities

- 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

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 Minimum Standards.

The Supporting team is a small Self- Managed team of 3 staff members that operates autonomously on objectives and priorities that are set for the entire CSD UK domain.

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

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.

Desirable

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.

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