

Job Specification – Innovation 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.

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| Job Title: | Innovation Lab Intern |
| Business/Function: | Innovation |
| Line Manager: | Katherine Phillips |
| 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 Innovation Hub at ING UK, presents an exciting opportunity for an intern to kick start their career, providing an opportunity to get hands on experience and learn a lot across and evolving space London sits at the heart of financial services innovation, with one of the largest financial ecosystems and is widely regarded as the fintech capital of Europe.

Job Responsibilities

- Launch 'Innovation as a Service' capability to facilitate & support more innovation within our WB UK business - increased client & internal engagement in our teams
- Develop content and communication material for internal engagement activity
- Plan and co-ordinate events and learning and development training sessions.
- Support the introduction of training & education for UK branch to develop a 'workforce of the future'.
- Support global innovation Value Spaces (Safety and Compliance (RegTech) Financial Markets, Loan Markets) in driving innovation transformation in our global business.
- Assist the Innovation Manager in delivering key activity and projects.
- Working to streamline operations and improve processes for the onboarding and support for innovation teams.
- Building strong engagement and connection across internal and external stakeholders.
- Execute, co-develop and launch key innovation programs around
- Working with the rest of the interns to put together 'meet the manager' sessions amongst the managers, networking events and product sessions.
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- 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!

Career Potential

This role provides an excellent opportunity to gain an introduction to working within the Innovation function/department and a chance to learn and build capability in a range of different areas including:

- Data Science & Analytics
- Regulation Technology
- Financial Markets Technology
- Lending Innovation
- Innovation Methodology capability
- Innovation Programs

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 who is collaborative and happy to adapt in an ever-changing environment.
Strong verbal and written communication and interpersonal skills
Competency of Microsoft Office Suite
Good PC skills, including a working knowledge of Word, Excel & Outlook
An organised and details orientated individual.

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

We are looking for energetic, all-rounders with an entrepreneurial mindset, who are curious, solution focused

Someone with a professional and confident manner.

Approachable and friendly.

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.

Desirable: Highly desired – ability to write good content for programs, events and activity.

Design skills & ability to use some design software such as in-design

Marketing/Communications qualification or experience highly desired

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