



Job Specification – Tax Operations Support 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:	Tax Operations Support Intern
Business/Function:	Wholesale Banking, London Branch
Line Manager:	Adrienne Redrup – Head of Tax Operations
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

Initially you will need to learn key aspects behind the role i.e. FATCA, CRS, Transaction Taxes and US Withholding and to familiarise yourself with the various support functions within CSD and their associated governance, systems and processes which will enable you to perform the main roles and responsibilities:

- Monitor the daily MBR report to make note of any client data changes that could affect the FATCA/CRS reporting
- Support in extracting data for the preparation of the regulatory returns to the IRS and HMRC tax authorities
- Support in reporting the FATCA/CRS data to the IRS and HMRC
- Support in reviewing and updating current processes and procedures
- Support in providing evidence for the bi-annual key control testing

There will also be opportunities to be involved in other projects/initiatives being undertaken by the Tax Operations team as this is a demanding role undertaken in a dynamic and rapidly changing regulatory environment. Involvement may include:

- Taking on some tasks towards other project deliverables
- Maintaining and managing backlogs (task lists)
- Other such ad-hoc tasks as required within Tax Operations
- Working with the Client Tax Services team in the Netherlands
- 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

ING UK businesses are subject to numerous operational tax regimes including US Withholding Tax and Reporting, FATCA, CRS, OECD MDR and transaction taxes in certain markets where they have transactional activity (i.e. UK, Ireland, France, Italy and Spain). These are diverse businesses and compliance with these regimes requires a robust governance framework supported by fully documented processes and procedures which must be regularly reviewed and updated. Key controls must be established and adherence to the key controls and processes is achieved by the Head of Tax Operations providing daily oversight across the function to maintain a robust control framework. The role is primarily an important support for the Tax Operations team as the annual regulatory reporting begins in November and completes in August which fits very well into the internship period as there will be significant on-the-job learning commencing in October and extending through to June 2022.

Career Potential

This role provides an excellent opportunity to gain an introduction to working within the Tax Operations function and will provide exposure to core business areas such as FM Operations, CSD FM, CSD Lending and Payments Cash Management. The business is evolving its OAWOW (One Agile Way of Working) principals which are based on the Agile methodology and has been adapted by ING to ensure continuous improvement and more timely delivery towards the client. The role gives opportunity to be involved in key areas of the London Business but also to work collaboratively with colleagues in other locations 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

Excellent written and verbal communication skills.

Good PC skills, including an excellent working knowledge of Word, PowerPoint, Excel & Outlook.

Good analytical skills and like to work with spreadsheets.

Have an interest in working with qualitative data

An organised and details orientated individual.

Ability to execute tasks independently and manage/prioritize workload.

Proactive and have a willingness to learn.

Good communication and interpersonal skills for interaction between team members and staff.

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

Someone with a professional and confident manner.

Approachable and friendly.

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.

Desirable

Have done some reading on FATCA and CRS prior to the interview

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