



Job Specification – COO Agile Coaching Intern



ING is a global bank with a strong European base. Our over 57,000 employees serve around 38 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.

Wholesale Banking has a sector-focused client business in lending. Capital structuring and advisory, transaction services, sustainable finance solutions and financial markets.

'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:	COO Domain-Dual role in the Agile Coaching Team & Supporting Team
Line Manager:	Sue Maynard/Asif Akhtar (Secondary)
Core Hours of Work:	Full Time – 9.00 am – 5.00 pm
Duration	9 month paid internship programme running from October 2022 to July 2023
Status:	Temporary
Required start date	October 2022

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

This placement presents a unique opportunity to experience working within two different teams. The roles are complimentary as they both support the teams within the wider COO domain.

COO Agile Coaching Team

- Support the Agile coaches
- Plan and Schedule 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
- Help ING to become a learning organisation

COO Supporting Team

- Assistance with Service Management activities related to services sourced and delivered.
- Supporting the preparation and review of risk, control, and performance data.
- Involvement in system and process improvements and developments.

- Performing regulatory, risk and control tasks.

- Coordinating and facilitating activities across COO teams, other UK functions and the ING Global Network.

- Support the COO Teams with ad hoc business initiatives and requirements.

- Complete mandatory training requirements within designated timeframes.
- Taking on a rotational Scrum Master role and supporting the team with creating and maintaining backlogs.
- Participate in daily team 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

In addition

- 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

COO Supporting Team

The COO 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 COO UK domain.

The COO Supporting team provide specialist knowledge and experience in the areas of Service Management, Risk and Control, Process Improvement, Regulatory and Performance Management. The team supports deliverables 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.

COO Agile Coaching Team

Transitioning to Agile can be a challenge, and the Agile coaching team exist to help teams to adopt this dynamic and enjoyable way of working through training, coaching and hands-on support. 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.

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.
- The drive to help others to succeed.
- Approachable and friendly.
- Good written and verbal communication skills
- Someone with a professional and confident manner.
- Takes initiative and makes it happen.
- 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

- You have an interest in financial services, an innovative take on banking operations and an unconditional drive to turn your ideas into reality.
- 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