



Job Specification – HR Client Services Team 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:	HR Client Services Team Intern
Business/Function:	Human Resources
Line Manager:	Naomi Ashcroft
Core Hours of Work:	Full Time – 9.00 am – 5.00 pm
Duration	9 month paid internship programme running from October 2022 to June 2023
Status:	Temporary
Required start date	October 2023

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

- General HR Administration
 - Prepare and check employment, mortgage, tenancy and visa references on a rota basis;
 - Case Work including leavers, work experience, probations, contractual changes etc. Potentially getting involved in more complex cases like maternity, redundancies and short-term assignments;
 - Co-ordinate the internal sickness process;
 - Data entry and checking of data entry into the HR information system (PeopleSoft);
 - Fielding calls and answering queries on all HR related policies and procedures as first point of contact for employees.
 - Covering the Client Services Inbox and answering queries via email on a rota basis;
 - Organising meetings and events on behalf of the HR Business Partners and the UK Head of HR. This can include taking detailed minutes now and again.
- Providing administration support for various benefits processes; pensions, childcare vouchers, eye test forms, cycle scheme, long service award party etc;
- Supporting cyclical Client Services team & HR Business Partner processes; helping with graduate recruitment; the annual promotion process, intern programmes etc;
- Opportunity to work in the HR Client Services and work with the HR Business Partner Teams;
- Opportunity to work on adhoc HR related projects;

- Being the 'go to' person in HR for daily activities such as post management, stationary control and other housekeeping duties;
- Ensuring the timely scanning of both own casework documents and adhoc scanning;
- Using Microsoft Office (Excel, Word) and Adobe Pro to complete admin tasks;
- Working with the rest of the interns to put together 'meet the manager' sessions amongst the managers, networking events and product sessions
- Thinking of ideas for charity events for the London office and taking them on and making them happen!
- Actively participate in volunteering opportunities available through ING's charity partnership initiatives

Your Work Environment

This is not just a role in the Human Resources, this is an internship programme. You will be required to participate in organising charity and social events taking place in the bank as a team. You will also get a lot of support in learning about Wholesale Banking and laying the foundations for a professional future career. We are looking for an enthusiastic team player to get stuck into all of the intern tasks.

The UK Human Resources Department encompasses HR Business Partners who support our various functions within Wholesale Banking, HR Operations and International Mobility. You will be working within the HR Client Services Team.

Career Potential

This role provides an excellent opportunity to gain an introduction to working within Human Resources 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.

A self-starter

Professional and confident manner.

Good verbal and written communication skills.

Good PC skills, including a working knowledge of Word, Adobe and Excel.

Good interpersonal skills, tact and diplomacy.

Approachable and friendly.

Organised and detailed orientated.

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 Human Resources team well.

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

Desirable

A person who has already developed an interest in Human Resources.

No prior experience necessary - training will be provided.

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