



## Job Specification – Chief Operating Officer (COO) Support Team Intern



ING is a global bank with a strong European base. Our over 58,000 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.

For our Wholesale Banking clients we provide specialised lending, tailored corporate finance, debt and equity market solutions, sustainable finance solutions, payments & cash management and trade and treasury services.

'Do your thing' is our brand direction and ING's first global tagline. It is how we articulate our purpose and our promise to make banking frictionless to the world. '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.

<b>Job Title:</b>	COO Support Team Intern
<b>Business/Function:</b>	COO Domain
<b>Line Manager:</b>	David Wilde
<b>Core Hours of Work:</b>	Full Time – 9.00 am – 5.00 pm
<b>Duration</b>	9 month paid internship programme running from October 2023 to July 2024
<b>Status:</b>	Temporary
<b>Required start date</b>	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

This placement presents an opportunity to experience working within the COO Support Team covering a diverse range of activities in support of the London Branch, UK COO & COO Teams including Lending, Client Services (CS) & Payments & Cash Management (PCM) and Financial Markets (FM).

- Supporting the preparation and review of risk, control, and performance data.
- Involvement in system and process improvements and developments.
- Supporting the preparation and review of regulatory reporting requirements
- 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.
- Participate in ongoing team development activities
- Performing the Scrum Master role and participating in the agile rituals, specifically
- Participating 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.

### 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

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 team provide specialist knowledge and experience in the areas of Service Management, Risk and Control, Process Improvement, Regulatory and Performance Management. Supporting deliverables in these areas, the aim is to achieve consistent standards and drive the implementation of these within the Client Operations teams.

The Supporting team plays a role in the development and implementation of the Operations Management developing and refining the performance metrics that help the teams to manage their day-to-day Service Delivery. Lastly, the Supporting team works with COO teams to ensure that the day-to-day execution adheres to and meets the requirements of the Risk and Control Frameworks, Policies and Minimum Standards.

### 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

Someone who can work well as part of a team as well as proactively on own initiative.

An organised and details orientated individual with good timekeeping and planning skills.

Strong verbal and written communication skills are required for interaction between team members and stakeholders.

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

Someone with a professional and confident manner.

Approachable and friendly.

A team player with strong interpersonal skills who can develop relationships with colleagues and stakeholders.

Someone who will also play a big part in the intern team and represent the department well.

Ability to execute tasks independently and manage/prioritize workload.

Willingness to learn

Flexible and adaptable.

##### Desirable

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