



## Job Specification – Transactional Services Intern



ING is a global bank with a strong European base. Our over 60,000 employees serve around 37 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>	Transactional Services Intern
<b>Business/Function:</b>	Client Services & Payments/Cash Management
<b>Line Manager:</b>	Sonia Johnson
<b>Core Hours of Work:</b>	Full Time – 9.00 am – 5.00pm
<b>Duration</b>	12 month paid internship programme running from September 2024 to September 2025
<b>Status:</b>	Temporary
<b>Required start date</b>	September 2024

### 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

#### Client Services related: -

- To prepare, check and process account opening documentation and contracts. Duties will include liaising with ING in other countries to retrieve the relevant information and supporting documents
- To prepare, check and process Powers of Attorney and account mandate updates for local and international accounts
- To prepare, check and process facility documentation and ensure that each facility is implemented, renewed and maintain adequately at all times
- To prepare, check and process electronic banking contracts for local and international clients
- To open and maintained our databases and ensure that all data is 100% correct at any all times basis)

### Payments related: -

- To provide support to the international network of branches in relation to Payments/Cash Management (PCM) products
- Review and release work generated by the department including payments, receipts, reconciliations foreign exchange and money market deals ensuring that all procedures and controls are adhered to
- Ensure timely and accurate processing of all transactions generated within the department within cut off times (i.e., releasing FPS / BACS Files, Agency, Money Market funding, Domestic Cheques)
- Monitoring of internal systems intra-day to ensure that processes are running per expectation and that there are no system delays that would cause negative impact.
- Ensure that intra-day checklists for the PCM London work stream are completed throughout the day
- Complete tasks within the PCM London controls framework (on monthly, quarterly, and annual basis)
- Prepare regulatory reporting information (FSCS SCV, BBSI)
- Maintenance of payment processing statistics
- Static data maintenance – input of new, amendments and special pricing

### **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 CSD UK Transactions Services CLT has two key areas of responsibility - Payments & Cash Management daily activities and Client Services daily banking. The Payments & Cash Management responsibilities relate primarily to the service management of our outsourced providers for the processing of all payment products for ING London branch and cover the London business lines across multiple platforms. The Client Services remit is to act as the primary contact for the clients for all operational matters, ensuring an excellent service level and to pro-actively provide relevant advice to the clients to guarantee an optimal client satisfaction level.

### **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.

Proactive and have willingness to learn.

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

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

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

Ability to execute tasks independently and manage/prioritize workload.

Someone with a professional and confident manner

Approachable and friendly.

Keen attention to detail.

A team player who can 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 knowledge of or researched:

- Basic understanding of UK Domestic and International payments processes
- Have an interest in financial services and an innovative approach to digitising banking operations.

#### **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