



Job Specification – Service Management Intern



ING is a global bank with a strong European base. Our over 60,000 employees serve around 38million 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 ING's first global tagline. It is how we articulate our purpose and promise to make banking frictionless to the world. 'do your thing' is 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:	Service Management Intern
Business/Function:	COO/ Operational Control, Design and Resilience (ODCR)
Line Manager:	Zsolt Katona
Core Hours of Work:	Full Time – 9.00 am – 5.00pm
Duration	12 month paid internship programme running from September 2025 to September 2026
Status:	Temporary
Required start date	September 2025

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.

Internal Service Management oversees the complete UK service portfolio, both as a service provider and a service receiver. It is a business partner to local service owners, advising and supporting them through establishing and maintaining arrangements with other ING entities efficiently and in compliance with complex regulatory expectations. The function directly supports senior management in monitoring service arrangements on portfolio level.

As part of the 1st line of defence, the ODCR department co-ordinates with UK Management (CEO/COO and local value chain heads) in ensuring that non-financial risks are recognised, owned and managed at an acceptable level in a standardised and integrated way.

Job Responsibilities

- Support local service receivers and service providers in establishing new service arrangements and monitoring existing ones
- Support Internal Service Management with monthly Steering Committee activities, such as agreeing the agenda, drafting papers, defining follow-up actions and creating meeting minutes
- Coordinate control monitoring for internal service management controls
- Support ODCR team members in the planning and facilitation of risk mitigation actions
- Ad hoc activities as required

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

Operational Control, Design and Resilience is a small team of risk experts within banking operations supporting business stakeholders to carry out their responsibilities in a safe and compliant way. Within the team, service management is a function dedicated to overseeing the internal service portfolio of the branch. The team is office based two days a week, sitting with other operations teams in an open floor and works remotely the rest of the time.

Career Potential

This role provides an excellent opportunity to gain an introduction to risk management and internal supplier management. The team works extensively with other departments within London Branch and head office, including both business and support functions.

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
- Organised and detailed orientated
- Able to manage/prioritize workload and able to own initiative
- Professional and confident manner
- Good communication and interpersonal skills are required both for interaction between team members and with other teams
- Good PC skills, including a working knowledge of Excel, Word, Outlook.
- Approachable and friendly.

Desirable

- Interest in Financial Services, Risk Management and 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