



ING Graduate Programme 2026 – Service Management

At ING, we believe success will be achieved if we follow 3 key principles:

We are collaborative: Your ideas are welcome. Together, we solve complex problems to deliver the best solutions for our clients.

We are flexible: Flexibility drives productivity – everyone works differently. We trust our people to make the right choices, act with integrity and deliver optimal performance.

We are impactful: We are connectors, innovators and pioneers. We provide our clients with the expertise they need to fuel their growth and transition to a sustainable future.

Our **Graduate Programme** is designed for ambitious individuals who want to shape the future of banking while developing their skills in a dynamic, international environment. Our Early Careers offerings are built to ignite your passion and accelerate your professional and personal growth.

The **ING UK Graduate Programme** will provide you with hands-on experience and broad exposure to the banking world over 12 months. You will work as an integral part of a team, helping to deliver impactful solutions for ING in a specific department. We offer opportunities across three streams:

- Financial Markets – Sales and Trading
- Front Office – Capital Markets advisory and Corporate Banking
- Support & Control functions

Service Management

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

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.

Main Duties and 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.

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In order to operate ING's recruitment process, we will collect and store personal data you provide. Please request the privacy statement should you wish to understand how ING UK uses and protects this information and visit our website for more information.

- Ad hoc activities as required.

Key Skills and Requirements

- 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 graduate programme.
- 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.
- Interest in Financial Services, Risk Management and Banking Operations.

Ready to take the next step?

Click here to find out further information on the graduate programme and how to apply.

Apply now and start your journey with ING. Together, we'll shape the future of banking.

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