



## Strategy Manager - Business Banking

In recent years, ING has invested a lot of effort in Business Banking and reached business maturity in a number of countries. The next step involves further digitization and advancing the commercial strategy, all the while staying on top of regulatory requirements. The open position for Strategy Manager is perfect for Strategy Consultants at (Junior) Engagement Manager / Project Leader level with an affinity for banking and the ambition to grow their career within ING.

### For whom?

- Current (Junior) Engagement Manager / Project Leader at top-tier strategy consulting firm
- Strong stakeholder management skills
- Ability to move through a complex organization and get things done
- Knowledge of / affinity with (B2B) banking

# ING Business Banking

ING Business Banking focuses on business accounts, ranging in size from 'micro enterprises' (1 FTE) to midsize corporates. Across 7 countries in Europe, it has 2 million clients, €100 billion outstanding client lending, and €3 billion revenue. The division is led globally by Luc Truyens, with the central team consisting of 25 FTE. Their mission is to empower clients to stay one step ahead in life, by becoming the go-to place for managing and accelerating their business.

ING Business Banking has, over the past years, created a roadmap toward cutting edge value propositions for its three segments: the fully digital Easy Banking for micro businesses; the partially advisor-supported Guided Banking for larger enterprises; and the tailored Relation Banking for midsize corporates. In addition, ING Business Banking has laid the groundwork for strategic partnerships. An example is the recently announced cooperation with Amazon Germany, where businesses can apply for loans at ING through the Amazon sellers platform.

Meanwhile, new strategic challenges continue to arise. COVID-19 has put tremendous stress on the customer base, prompting a need for new financial solutions and adjusted ways of doing business. A strong focus on improved backend-IT has left room for a similar effort on the front end. The compliance requirements of Know Your Customer (KYC) are putting additional demands on the countries' Business Banking teams, who are responsible for reviewing and onboarding clients. And the roadmap toward the new value propositions needs to be rolled out in the individual countries.



**"Our role is to build trust and help in moments of need, which our clients will never forget." – Luc Truyens, Global Head ING Business Banking**

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The central Business Banking team is looking for a Strategy Manager to support ING on these topics. The Strategy Manager will get the opportunity to take on a position within the global organization, yet work close to the business. She or he will on the one hand support the countries in rolling out strategic initiatives such as the aforementioned new Value Propositions. On the other hand, the Strategy Manager will play a key role in running several governance cadences, such as the Quarterly Performance meetings with each country, as well as the bi-annual Business Banking Council with senior leadership. In this capacity, the Strategy Manager will act as an enabler and direct liaison to the Global Head of Business Banking.

To be successful in this role, the Strategy Manager needs to have excellent command over the standard strategy consulting toolkit. She or he should also have the ability to communicate effectively and use a flexible set of influencing skills. The Strategy Manager is expected to deliver on multiple projects and topics simultaneously, sometimes with cross-functional or cross-cultural teams. The strategic challenge that comes with this project portfolio, combined with the opportunity to work closely with the countries and the business, and the proximity to senior leadership, make this role a versatile and fulfilling one for an ambitious strategy consultant at (Junior) Engagement Manager / Project Leader level.



# Interested?

ING works with Top of Minds to fill this vacancy.  
Contact Roland Vetten for more information.

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