



#VACANCY



Business Manager to Global Head of HR Strategy & Analytics

ING is a leading bank with over 50 thousand employees worldwide. A company of this size by definition deals with large amounts of employee data – and ING is ambitious about making the most of all that information, to optimally support its staff. The team of Luigi Fierro (Global Head of HR Strategy & Analytics) is responsible for managing these topics from a strategic HR perspective at Group level. The new role of Business Manager, acting as the right hand to Luigi and leading the creation of a future-fit data analytics platform, is perfect for Strategy Consultants at (Junior) Engagement Manager / Project Leader level.

For whom?

- Current (Junior) Engagement Manager / Project Leader at top-tier strategy consulting firm
- Affinity with data analytics
- Excellent written and verbal communications skills
- Business maturity and strong stakeholder management skills

About ING & Analytics

ING is a global bank serving almost 40 million customers in over 40 countries. The company is internationally recognized for its strong brand and its continuous search for progress and innovation. The mission is empowering people to stay a step ahead in life and in business. Every day, 53.000 employees work toward this goal.

The People Vision at ING is to build craftsmanship and engagement throughout the organization, in order to help everyone at ING deliver on the purpose and strategy of the bank. Enabling this People Vision in a data-driven manner is the responsibility of the centrally organized People Analytics team. Via advanced collections of employee statistics from different countries and businesses; surveys; and data on local or global improvement initiatives, this team listens to all employees and designs improvements for the organization. Of course, this happens through GDPR compliance and while keeping an eye on data risk management.

“Our ambition is to be a center of excellence when it comes to data analytics from a People perspective. A lot of data is available within the organization, for us to learn from and act upon. And we can do this in even more advanced, better structured ways. Data is our goldmine, but it needs the strategic guidance of the new Business Manager to optimally exploit it.” – Luigi Fierro, Global Head of HR Strategy & Analytics

The team is led by the Global Head of HR Strategy & Analytics, Luigi Fierro. Luigi was an Associate Principal at McKinsey before he joined ING in 2015. At ING, he moved from Performance Culture, via HR Strategy & Transformation, to his current role. At the ING Group level, he is currently responsible for People Analytics, HR strategy, HR operating model, HR non-financial risk management, communication and learning journeys. In this capacity, he leads a team of ~40 FTE, the majority of which are involved in People Analytics. Luigi’s career is one of many examples of how a consulting exit can pan out within ING. Because of his experience, Luigi will also be an excellent mentor and coach for a strategy consultant making the transition.





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The Business Manager is a soundboard to the Global Head of HR Strategy & Analytics. She or he will act as his right hand and sparring partner, while being his deputy in meetings and projects. The Business Manager will also have a specific focus on the topics of People Data Analytics and Risk. Her or his mandate will be to ensure structural access to data from different parts of the global organization, and leading the creation of a data analytics platform that will support the team – and the entire bank – from end of 2021 onwards. This mandate naturally comes with a focus on data (sourcing) quality and GDPR compliance. The Business Manager will also lead non-financial risk activities for the overall HR Strategy and Analytics department.

In addition, the Business Manager will be responsible for ad hoc projects that may come up within Luigi's portfolio – thereby guiding the team where needed. She or he will prepare presentations together with different sub-teams, and challenge or coach these teams where needed to achieve better results. He or she will also drive state-of-the-art strategic analytics knowledge within the team, by staying up to date on technologies and value creation drivers. Lastly, the Business Manager will support Luigi in preparing documents for steering committees.

The role is based in Amsterdam, The Netherlands, at the brand-new ING campus that was developed together with the municipality of

Amsterdam as a hub for business, academics and innovation. This is a great landing spot for an ambitious, high-caliber strategy consultant, who can connect the dots within a complex data environment while always having an eye for the people side of things. The Business Manager may grow further within analytics and / or a management role within two years. And because the role reports into the Global HR Management Team but also has a dotted line to the ING Analytics Management Team, the perspectives for the Business Manager lie both within and outside of HR.





Interested?

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

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