



VACANCY

# Head of Transformation Office NL

## Requirements

- Over ten years of experience
- Previous experience at a top-tier strategy consulting firm
- Line management in the finance industry
- Building strategic roadmaps
- Driving and steering multidisciplinary teams
- Data fluent

Amsterdam Minimum of 10 years experience



DOET  
WAT JE  
LEUK VINDT  
HOEF JE  
NOOIT TE  
WERKEN



**An opportunity has come up for a visionary, agile leader who has strong people skills to take charge of the Transformation Office (NL) of ING. It is an all-round leadership role in a highly data-driven environment. The scope of this role includes strategy, value creation, complex stakeholder management, people management (over 100 FTE) and organizational development.**



## ABOUT THE COMPANY

# ING

**ING is a global financial institution with a strong European base and growing presence in the rest of the world. With more than 57,000 dedicated employees, the bank offers retail and commercial banking services to around 38,5 million customers in over 40 countries.**

### **The customer-centric bank**

ING's mission is empowering people to stay a step ahead in life and in business. They believe it is the experience of their customer that will set them apart, and their strategy is built around empowerment. Their promise is to continue making banking easier and clearer and available anytime, anywhere, irrespective of how people access their products and services. It's this mission that drives them to keep getting better.

### **Embracing change**

Another unique aspect of ING's way of working is that they embrace the fact that banking is changing. Customer expectations are changing, shaped by their experiences online and on their smartphones: personal, instant, relevant and seamless. While more traditional players in the financial domain may experience this as a threat, for ING, it's a terrific source of opportunity. They run a wide range of innovation initiatives and are closely involved with fintech start-ups disrupting the market using new technologies like blockchain, robotics and artificial intelligence.





To remain relevant and to continue providing a unique experience for customers, they have four strategic priorities: using advanced data capabilities to understand customers better and meet their changing needs; innovating faster; thinking beyond traditional banking to develop new services and business models; and earning the title of primary banking partner for an increasing share of consumers and businesses. That's why they have developed and implemented an agile way of working throughout the business.

### Embracing change

Both at a global and local level, ING has a wonderful ecosystem of efforts and initiatives to continue to live up to the expectations of customers. How do they ensure successful initiatives are recognized, best practices are shared and promising features are scaled up? That's where the Transformation Offices come into play. The local Transformation Offices provide input to the global transformation agenda while continuously improving transformation practices in collaboration with one another.

The Transformation Office NL consist of over a hundred experts who support the Domestic Bank NL (DBNL) on the local transformation agenda, from strategy, roadmaps and the quarterly planning process, to implementation and quality assurance. While delivery accountability lies with the business owner, the Transformation Office is responsible for supporting the business in terms of delivery planning, productivity and predictability (processes, governance and tools to bridge the gap between strategy and execution). The Transformation Office NL also plays a major role in further developing the agile mindset and behaviors in the DBNL organization.





VACANCY

## Head of Transformation Office NL

**ING is hiring a visionary, agile, data-fluent and people-oriented leader to take charge of the Transformation Office NL. It is an all-round leadership role, including strategy, value creation, complex stakeholder management, people management (over 100 FTE) and organizational development. At all times, this leader will take the customer, the environment and society into account.**

The Head of Transformation Office NL will shape, detail and propagate vision and policy. But that's not all. This leader will also achieve sustainable results by managing the teams (Black Belts, Portfolio Management, Change Execution and Agile Coaching) and developing the team members.

The Head of Transformation Office NL will report to the COO NL, Görkem Koseoglu, and functionally to the Global Transformation Office. Key to this role is a data-driven mindset and a drive to help others to be successful. On the one hand, this means partnering with stakeholders to anticipate delivery priorities. On the other hand, it means assigning and mentoring professionals with strong analytical and implementation capabilities to meet delivery objectives.



Due to the nature of the projects and the high level of exposure to a wide range of stakeholders, the Transformation Office is considered an excellent landing spot ensuring fast track career development. The department has an excellent track record in placing alumni in senior positions throughout the bank. ■



**“People don’t need banks, they need banking. Our promise is to make banking frictionless.”**

Gorkem Koseoglu, Chief Analytics Officer

**Interested?** ING has appointed Top of Minds to fill this vacancy. To express your interest, please contact Jessica Lim at [jessica.lim@topofminds.com](mailto:jessica.lim@topofminds.com).

