



VACANCY

# Chief Data Officer Domestic Bank NL

## REQUIREMENTS

- Minimum 15 years' experience
- Data management/engineering background
- Extensive leadership experience
- Understanding of the financial industry
- Experience with commercial data
- Transformation projects
- Willing to work from Amsterdam and Brussels





**A global tech company with a banking license, that's what ING Group really is. It's no wonder that they've got a state-of-the-art tech stack and the finest data ecosystem. They are currently hiring someone for a key role in shaping the future of ING's data management in Domestic Bank NL, ultimately enabling the business to innovate faster and transform into a fully data-driven organization.**





## ABOUT

# ING Group

**ING is a global financial institution with a strong European base and growing presence in the rest of the world. Their mission is empowering people to stay one step ahead in life and in business – as a bank, as an employer and in society. With more than 57,000 dedicated employees, the bank offers domestic and wholesale banking services to almost 40 million customers in over 40 countries.**

In most of their Domestic Banking markets, ING's products include savings, payments, investments, loans and mortgages. Their differentiating factor is their omnichannel approach and their focus on continuously improving the customer experience.

### **ING's agile way of working**

To deliver a better customer experience at a faster pace, ING has established its own take on the Agile methodology. The organizational model consists of tribes, squads, and chapters. A squad is a small, self-steering, multidisciplinary team with a tangible mission. The functional composition of a squad changes as the mission evolves, and the squad is dismantled as soon as its mission is executed. The activities of the squad are coordinated by the Product Owner. A tribe is a collection of squads with interconnected missions. A chapter is a group of specialists in the same discipline, who get together to keep improving their expertise and sharing their learnings.



## Data Management at ING

Data is the lifeblood of the organization. The Data Management tribe is valuable to the bank in numerous ways. For example, they help the organization meet regulatory requirements, mitigate risks, reduce costs, improve customer journeys and personalization, and make better business decisions. Ultimately, data is the key to creating value, scale, speed, and an improved user experience.

ING Group is currently implementing one common approach across the bank to guarantee the availability, quality, integrity, usability, control and governance of all data with one ING Esperanto data language and standardized infrastructure. This is a game-changer when it comes to creating a seamless customer journey across all channels, being compliant by design, and scaling the bank's self-service offering.



# Chief Data Officer Domestic Bank Netherlands

The Chief Data Officer Domestic Bank Netherlands (DBNL) will take on three key roles within the Data Management Tribe:

1. Chief Data Officer DBNL
2. Product Area Lead (PAL) for Data Management Automation and Commercial Channel Data in the Netherlands & Belgium
3. Chapter Area Lead (CAL) for Data Management in the Netherlands

The Chief Data Officer DBNL will report directly to the cross-border tribe lead Data Management & Chief Data Officer, Isabel van Mele. Together with two other Product Area Leads and five IT (Area) Leads, this is a key role in the implementation of the data management strategy of ING's Domestic Bank business, aiming to empower people with data by making it available, meaningful, transparent, and trustworthy in a compliant and efficient way. Considering the business benefits the CDO will bring to the market leaders, both impact and visibility of this role will be high within the bank.



### Chief Data Officer DBNL

As the Chief Data Officer, this professional will execute on the data management strategy and ensure data compliancy for all of ING's data related to consumers and SME's in the Netherlands. The five focus areas of this role will be data governance; data definition & availability; data quality; data lineage & traceability; and data protection & compliance. To excel at this part of the role, candidates will need to be adept at strategy development, stakeholder management and implementation.

### Product Area Lead

As the Product Area Lead, this professional will be one of the leading figures of the Data Management Tribe (300 FTE). They will determine the product vision, strategy and roadmap for the product areas Data Management Automation and Commercial Channel Data in the Netherlands and Belgium. In total, these domains consist of 130 technical professionals, organized into twelve squads. To succeed at this part of the role, candidates will need excellent leadership and stakeholder management skills. This includes the ability to convey the bigger picture, to understand the technical implications of business decisions, and to inspire and energize others. Other ingredients for success include experience with change management, an innate interest in technology and digital channels, and a delivery-oriented mindset.



## Chapter Area Lead

As the Chapter Area Lead, this professional will be an inspiring leader for four chapters (around 60 FTE in total). This position will have six direct reports, including four Chapter Leads and two senior expert functions. People management is the core focus of this role, including the professional development of chapter members and the up-scaling of best practices. Ultimately, the Chapter Area Lead will ensure the data capabilities within the respective chapters will continue to grow.

To ensure equal treatment and inclusiveness across all borders, this professional will align with the Tribe Lead on the people strategy. Both the mission and the team are highly international, with team members based in the Netherlands, Belgium and Romania. Because there is a high level of cultural diversity within the squads, sensitivity and the ability to spread cultural awareness is key for this position. ■

## Interested?

ING is working with Top of Minds to fill this vacancy. To express your interest, contact Jessica Lim at [jessica.lim@topofminds.com](mailto:jessica.lim@topofminds.com)



**“This role focuses on all consumer-related data, from marketing automation to commercial interactions.”**

**Isabel van Mele, Chief Data Officer Benelux**





