



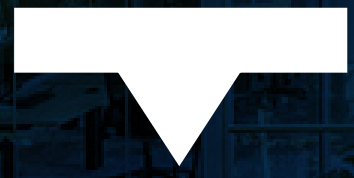
VACANCY

Senior Process Improvement Consultant

Requirements

- Minimum 5 years of relevant working experience
- In operational excellence/Lean Six Sigma Black Belt
- Stakeholder management
- Analytical
- Strong interpersonal skills

Amsterdam Minimum of 5 years experience



The Amsterdam-based ING Global Process Management (GPM) team enables easy, uniform and digital processes, covering a wide range of global projects across the bank. The Senior Process Improvement Consultant leads projects with the objective of establishing global standards, designing, executing, and implementing process improvements, and enhancing process craftsmanship across ING.





ABOUT THE COMPANY

ING

ING is a global financial institution with a strong European base that is steadily expanding worldwide. Their vision is to ensure that people can always stay one step ahead, both personally and in business. With 60,000 employees, ING provides banking services to more than forty million customers in over forty countries. All ING colleagues share the same key values: transparency, integrity, and social responsibility.

Last September, the Global Process Management (GPM) team was formed by merging different process improvement teams with a different scope, all located in Amsterdam. The team aims to provide valuable contributions through enabling easy, uniform and digital processes across the bank. This is achieved by establishing global standards and designs, executing and implementing process improvements, and fostering increased process craftsmanship throughout ING. The GPM team comprises forty members from diverse backgrounds, all united by their dedication to making a positive impact for ING. The team is structured into five sub-teams, four of which are based in Amsterdam.



Senior Process Improvement Consultant

The Senior Process Improvement Consultant will join the Global Process Management (GPM) team. In this role, they will be responsible for carrying out and coordinating projects that span across all ING countries, functions, or domains, collaborating with a diverse, multidisciplinary project team. Recent projects encompass a variety of initiatives, such as designing a new digital process to extend loans to new-to-bank customers without the requirement of opening a current account. Additionally, there have been projects focused on optimizing European wholesale operations, as well as the creation of global processes serving as reference models for business banking lending and mortgages, aimed at speeding up digitization.

The main focus of the Senior Process Improvement Consultant is to carry out the projects across the bank, ensuring tangible results, while fostering an environment of continuous learning and success for their colleagues. Projects generally span three to six months and might require international travel.

Operating at all levels of the organization, from operational to managerial, the Senior Process Improvement Consultant takes on the role of a trusted advisor to senior management. In that role, they also create networking possibilities to spot opportunities and recognize possible new projects. To maximize the value they deliver, the consultant leverages the expertise within the COO network, tapping

into resources like sourcing, analytics, business controls, and risk management.

The role is an excellent opportunity for a consultant who combines strong analytical abilities with change management skills, and who is eager to apply that knowledge and expertise to challenging projects. The ideal candidate is an enthusiastic and result-driven team player with a can-do attitude. With this mindset, the Senior Process Improvement Consultant can make a meaningful difference and contribute significantly to the organization's success.■

Interested? ING is working with Top of Minds to fill this vacancy. To express your interest, please contact Vivian den Dekker at vivian.dendekker@topofminds.com.



“Our complete approach is one of the things that makes our work extra interesting. In ‘traditional’ consultancy roles, the project stops with an end report containing recommendations. We go a step further, working together with the teams on how to implement our recommendations.”

Eva van Solkema, Senior Global Process Expert