

Customer Journey Expert – Global Data Quality

Description

Data Quality Expert

- At ING we value and support our employees before recruiting external talent. If you think this vacancy is the right next step in your ING career, we'd encourage you to apply. Should you have questions about the vacancy or need to hear more before you feel you can apply. Please do not hesitate to reach out to the responsible recruiter.

Data Quality Expert – Global Data Quality

Who we are

Data is one of the foundations of ING's strategy to become one digital bank and Data Operations is the place to operationalize and execute our data strategy. The Data Operations organization will fulfil ING's strong belief that data is key in ING's ambition to become a data driven digital bank, where we need more granular data of high quality to manage the bank wide (customer-)processes, modelling and decision making. As a member of Data Operations organization, you will contribute greatly to operationalize ING's data strategy and fulfil our data promises.

With an increased appetite for consuming data and regulatory pressure to demonstrate data quality coverage we need to maintain high standards in Data Quality. Global Data Quality function is responsible for operationalizing ING Data Quality strategy, translating into services and executing globally to ensure we maintain those high standards for ING data across the globe.

Position Overview:

As the Data Quality Expert for Data Quality Operations within Global Data Quality function, you will be part of a team of Data Quality experts/CJEs across ING capability hubs in the Netherlands, Manila, and Romania. Your role is pivotal in structurally improving data quality across your portfolio of products, overseeing robust processes from designing Data Quality rules to remediation and prevention of DQ issues at the source. Your responsibilities will include facilitating collaboration among local data domains and data-consuming parties, setting DQ requirements, and driving remediation through actionable reports and processes. The goal is to transition from a reactive to a proactive approach in managing data quality, ensuring a strong and aligned execution of data quality practices across entities.

Join our dynamic team of Data Quality experts/CJEs, driving the transformation of our data quality landscape globally and ensuring a proactive and collaborative approach to data quality operations.

Key Responsibilities:

- Contribute by leading your portfolio of products to the team of Data Quality Customer Journey Experts, including head office and hubs, in adhering to best practices and standards
- Work closely with the Product Lead of Data quality to implement the overall DQ strategy

Hiring organization

Candidate-1st

Employment Type

Full-time

Beginning of employment

asap

Job Location

CDR (Amsterdam – Cedar)

Working Hours

40

Base Salary

euro EUR 57K - 106K *

Date posted

June 5, 2024

- Oversee the end-to-end data quality journey covering all four data quality phases (design, implement, monitor, improve) across specific domains (e.g., Finance/Risk/KYC/Global HR/WB), acting as a PO, accountable for data quality.
- Develop & enhance the E2E data quality operating and service model across data domains.
- Ensure strong cooperation and aligned execution of data quality practices across entities.
- Take full ownership of processes and ensure project steering, including issue management and remediation, oversight and tracking progress.
- Identify and rectify process gaps, executing continuous improvement plans.
- Collaborate with Data Platform & Delivery teams for technical alignment and execution.
- Work closely with data owners, data users and IT stakeholders to ensure handshakes and gather their data quality requirements and specifications for new data quality controls and dashboards, translating them into data quality rules.
- Contribute to business plans, QBRs, KPI forecasting, and resource allocation
- Foster motivation, urgency, accountability, and learning within diverse, goal-oriented teams
- Provide an improved Data Operations client experience.

Qualifications:

- Proven experience in a leadership role focused on global data quality operations.
- In-depth knowledge of data governance principles, global data quality frameworks, and best practices.
- Strong analytical and problem-solving skills with a strategic mindset.
- Excellent communication and interpersonal skills, fostering collaboration across diverse teams and entities.
- Experience with global data quality tools and technologies.
- Project management skills, including the ability to prioritise and manage multiple tasks on a global scale.
- Managerial courage to question and make decisions.
- Aptitude to empower teams to act autonomously, think out of the box, and be accountable.
- Excellent level of English, speech and presentation skills

Furthermore, you are/have:

- Experience in navigating complex global environments.
- Possess organizational sensitivity, collaborating effectively with diverse stakeholders.
- Enthusiastic, dedicated to aiding others' success and staying proactive.
- Passionate about numbers, proficient in Excel and PowerPoint.
- Set an example by giving and acting upon feedback, fostering continuous improvement.
- Maintain a strong network within the bank and understand the culture and way of working.
- Customer-focused, capable of building trust with senior leadership.
- Firm believer in the ING hubs strategy.
- Proven success in establishing executive relationships and influencing decision-making.
- Ability to simplify complexity and drive operational excellence.
- Stand firm in discussions and explain goals in a clear and understanding manner
- Excellent communication and interpersonal skills to collaborate effectively with various stakeholders and present findings or

recommendations clearly and concisely.

- Self-starter, adept at nurturing collaborative, flexible, and inclusive relationships.
- Work independently to meet high internal quality standards with acute attention to detail.

What we offer

- An inspiring and challenging work environment in an internationally focused business
- Opportunity to further enhance our data function across the bank
- Full time position (40-hour working week)
- Job grade 18 (JCF) / 12 (GJA)
- Attractive employee benefits package
- Position based in Amsterdam

How the process will look like

Your teammates will gather all requirements within our organization. Then, once priority has been discussed, you will decide as a team on the best solutions and architecture to meet these needs. In continuous increments and continuous communication between the team and stakeholders, you're part of making data play an even more important (and understood) part withing Brand New Day.

Job Benefits

EUR 57K – 106K *