



IT SOLUTION ENGINEER (M/V)

Lloyds Bank, locatie Amsterdam

Lloyds Bank is onderdeel van Lloyds Banking Group, de grootste bankengroep van het Verenigd Koninkrijk. De Nederlandse vestiging, met ruim 110 medewerkers, is anders dan andere Nederlandse banken. Dat merk je aan onze eigenzinnige, gedurfde visie op de markt. Aan onze innovatieve producten en diensten. En natuurlijk aan de korte lijnen voor onze klanten. Lloyds Bank doet jaarlijks mee aan de Great Place To Work survey, waarbij we een plek op de lijst van 'Best Workplaces' verdienen!

Voor de afdeling Systems & Digital, zijn we op zoek naar een IT Solution Engineer.

Gezien het internationale karakter van de functie hebben wij de functie omschrijving in het Engels opgesteld.

THE ROLE

The IT Solution Engineer is part of the Systems & Digital team and reports to the Manager Systems and Digital.

The IT Solution Engineer leads the delivery of cross functional IT projects at the Netherlands. Responsible for leading change initiatives which implement business strategies from an IT perspective.

Optimises resources across the organization to ensure delivery to agreed business plans within cost, quality and timescale objectives, and to ensure that the business outcomes and benefits identified in the business case can be realized. Coordinates the overall delivery portfolio for the Systems & Digital area. Improve the overall quality of IT service for the Dutch branche regarding Incident and problem management as well as local IT support.

Aligns closely with key stakeholders at LBG, Change Management and at Bank of Scotland Germany and Lloyds Bank NL.

KEY ACCOUNTABILITIES

- Aligns with the Systems & Digital Change Introduction Function to feed into proposals and business cases, ensuring alignment with business strategy.
- Shapes and mobilises new initiatives with a focus on IT and digital technologies for the Systems & Digital area.
- Support coordination of release, incident, problem and changes and IT support consultants.
- Coordinates the System & Digital Delivery portfolio. Establishes a reporting and control framework, also to identify dependencies and ensure underlying projects are delivering according to plan.
- Close and proactive engagement with internal delivery resources and external suppliers to define outcomes, ensure aligned and agreed approach based on Lloyds Bank's strategic priorities.
- Works with the stakeholders to define and agree project business outcomes and benefits and to confirm that outputs and outcomes will support their realisation.
- Owns the plan, documentation and coordination regarding releases, roll-outs, tests and changes.
- Be the main point of contact for change and Service Delivery for all stakeholders, including alignment and relationship management with LBG Group IT.

- Provides a control framework aligned with project management processes and methodologies, within which costs, business outcomes, benefits, risks, issues, standards and quality can be measured and within which Project Managers can coordinate their activities.
- Delivers to an appropriate governance structure, with different levels of stakeholder input, to effectively control each project and workstream whilst exercising optimal control at the programme level
- Drives progress against the programme plan; understands, challenges and proactively manages the cost position; and acts to mitigate potential cost or time delays
- Engages with a diverse group of stakeholders to influence direction of programmes/projects to meet business goals
- Builds and maintains external and internal networks to identify best practice and to build the profile of the PM and the Systems & Digital area
- Continuously evaluates programmes/projects for financial and people risk and regulatory compliance and takes appropriate steps to mitigate
- Demonstrates a transformation & continuous improvement culture in Systems & Digital based on the LBG Values & Behaviours

SKILLS & CAPIBILITIES

- Minimum of 5 years' experience in managing complex projects or programmes
- Strong knowledge of project management disciplines, standards, processes and governance, certified qualification an advantage
- Able to combine project management standards with high paced transformational change environment.
- Strong organisational/planning skills with the ability to coordinate multi-tasks, organise workloads in a structured way, working to tight deadlines
- Striving for continuous improvement of existing processes and practices
- Strong empathy for the experience and journeys of our customers and business introducers
- Eagerness to be part of a team that drives innovation in the financial services industry paired with personal drive to explore new technologies and trends
- Effective verbal and written communication skills to colleagues at all levels
- Able to draw upon strong influencing and negotiation skills in order to manage senior stakeholders' needs and expectations
- Displays social competencies in cross-functional and cross-cultural teams
- Fluency in Dutch and English is essential

WE OFFER

A fulltime role (40 hour) with a salary in line with the market and excellent secondary employee benefits. Do you recognise yourself? Then we would like to meet you! Send your CV and motivation letter in English to: recruitment@lloydsbank.nl