

# Externe vacature advertentie (engels)

BNG is the fourth-largest bank in the Netherlands and is driven by social impact. Our focus is on providing financing that contributes to a more social, sustainable, and future-proof Netherlands. Are you a strategic leader with a vision for the digital workplace, automation, and user experience? Do you want to lead a newly positioned workplace domain and build a secure, scalable, and future-proof digital working environment? Then this is your opportunity.

## What will you be doing?

As Manager Workplace, you are responsible for the overall management of the delivery, operation, and maintenance of the digital workplace within BNG. You provide direction for the vision, strategy, and further development of the workplace and IT service desk, including governance, vendor management, and automation. You lead a multidisciplinary team and ensure that the digital workplace operates securely, stably, and user-friendly, optimally supporting hybrid working. BNG is undergoing a transition in which IT platforms, processes, and services are being modernized. This role is new in nature and focuses explicitly on governance, ownership, and strategic direction, rather than individual support or operational execution.

### Vision and strategy for the digital workplace

You develop and formulate a coherent vision for the digital workplace and user support. You actively involve users in user groups to incorporate their needs and translate these, together with the vision, into a multi-year roadmap. You steer towards a modern, secure, and intuitive working environment that supports productivity, collaboration, and hybrid working. You make explicit choices regarding standards, tooling, and priorities.

### Ownership and governance

You are ultimately responsible for the functioning, continuity, and ongoing development of the digital workplace and related services, including network and connectivity services, digital meeting facilities, and end-user tooling. You ensure compliance and security by design, including automated control testing.

### IT service desk and user satisfaction

You are responsible for the IT service desk as the central entry point for all IT-related services. You focus on achieving high user satisfaction with the digital workplace and ensure professional, accessible, and future-proof service delivery to end users.

### Process responsibility: Incident, Problem Management, and Knowledge Management

You are responsible for the quality, effectiveness, and continuous improvement of the Incident Management, Problem Management, and Knowledge Management processes. You ensure that issues are handled efficiently, reporting and escalation are consistent, and knowledge is current, accessible, and usable within the organization.

### Automation and improvement

You promote the use of (end-user) automation to reduce repetitive tasks, shorten lead times, and improve service quality. You drive structural improvements in user experience and First Time Right performance.

### Vendor and contract management

You manage external vendors and outsourcing partners, including Centric, Sogeti, Microsoft, and Schuberg Philis, within your area of responsibility. You steer on performance, agreements, continuity, and costs, and ensure clear reporting on IT services and performance.

### Leadership and team development

You lead a team, develop people, encourage ownership and professionalism, and foster a culture of collaboration and continuous improvement.

### Overview and alignment

You bring structure and clarity to a complex landscape of technology, user needs, security requirements, and organizational change. You act as a strong discussion partner for management and stakeholders and communicate clearly about decisions and their impact.

## Your workplace

You report to the Head of Value Chain Platforms & End User Automation and lead a team of approximately 9 employees, including Support Staff, Workplace Engineers, and Product Managers. You work closely with IT4IT, IT Services, Security, Risk Management, Compliance, and external vendors.

## What we ask of you

- You have a higher professional/university (HBO/WO) level of working and thinking, preferably with a completed degree such as Informatics, Business IT & Management, or Business Administration
- 7–10 years of relevant experience in IT services, digital workplace, platform management, or automation
- Good knowledge of ITIL processes and their interdependencies
- Proven experience with vendor management and governance

- 3–5 years of leadership experience
- Good command of Dutch and English
- In-depth knowledge of IT, data, digitalization, and process management, enabling you to collaborate effectively in a digitally and process-oriented organization where customers increasingly interact with BNG digitally
- Basic knowledge of how a bank operates, enabling you to understand processes, products, and regulations within a financial institution, so that you can contribute effectively in an environment where social responsibility and financial services come together

### **What do we offer?**

What can you expect when you come to work at BNG Bank? You will be working for a sustainable and societal conscious bank, where the interests of our customers are paramount in everything we do. We do this together, with each other and with our customers. We connect, develop as people and professionals, and value you for who you are and what you contribute. The work we do is special, but we remain modest. This is what we pride ourselves on. We are a reliable employer with a clear mission. With us, you can deliver outstanding performance and you will be given a lot of responsibility right away. Of course, you can also count on good working conditions, such as:

- A competitive salary. Salary will be determined based on education and experience.
- A 13th month and 8% holiday allowance (paid monthly);
- Hybrid working. You will receive a home office compensation of €750 every 5 years and an expense allowance for working from home of €4 per day worked;
- Travel allowance of €0.23 per kilometre and full reimbursement of public transport costs based on second class travel;
- Personal development opportunities via our Archipel training platform. We believe it is important that you continue to develop, which is why you can make unlimited use of this platform;
- 216 hours of holiday per year based on a 36-hour working week and the option to buy and sell hours;
- A sports allowance worth €400 net per year;
- A bicycle plan worth €3,000 per 3 years;
- Free chair massages, boot camp/yoga;
- Once every 7 years, you can take two consecutive months of vitality leave.

And much more... discover it for yourself!

### **More information**

If you have any questions about the position or the application procedure, please contact Martin Ipenburg, Corporate Recruiter, +31 653153718 or via [werkenbij@bngbank.nl](mailto:werkenbij@bngbank.nl)

### **Procedure**

Our selection procedure consists of a telephone introductory interview with the recruiter and a maximum of two selection interviews, followed by a proposal of terms of employment. In accordance with our recruitment and selection policy, internal candidates will be given priority if equally suitable. A pre-employment screening is part of the application procedure.

### **No unsolicited acquisition**

In order to submit CVs to BNG Bank N.V., an external recruitment agency must have entered into an agreement to this effect with BNG Bank N.V. Whereby, a CV may only be submitted if the agency has been invited to assist in the search for suitable candidates for a particular position. BNG Bank N.V. will not treat any unsolicited CVs submitted outside these conditions as direct applications from the candidate. An agency that sent the unsolicited CV cannot derive any rights from the foregoing. BNG Bank N.V. is not liable for any placement fees or any other compensation. Unsolicited CVs will not be returned by BNG Bank N.V.