



Head of Commercial Operating Model, Business Banking

We are looking for a Head of Commercial Operating Model to lead Business Banking's Commercial Operating Model function.

About our team

We shape how Business Banking delivers sales and service across the Nordics, connecting strategy, customer needs, channels, technology and frontline execution.

You will lead a Nordic specialist team within Business Banking Commercial & Digital, shaping how 4,000 colleagues serve customers, deploy capacity and deliver results. Working across countries and functions, you will build a more consistent, scalable and customer-focused bank. This role shapes how Business Banking operates, balancing local needs with Nordic scale, improving customer outcomes and productivity, and turning strategy into frontline action. You as a leader play a key role in developing and supporting your team members to reach their aspirations and unleash their full potential.

Collaboration. Ownership. Passion. Courage. These are the values that guide us in how we work and how we make decisions – and that we imagine you share with us.

Main responsibilities in this role:

- Lead the evolution of the commercial operating model for 4,000 Nordic colleagues, shaping customer service, priorities, capacity and performance across markets and channels.
- Drive Nordic scale through common principles and frontline practices that improve consistency, productivity and quality while respecting local needs.

- Turn strategy into adopted ways of working that deliver measurable customer, commercial and productivity outcomes.
- Define how data, AI, automation, digital channels and human expertise combine to improve customer experience and simplify work.
- Lead and develop a high-performing team of experts, building capability, accountability and collaboration.
- Act as the senior operating-model authority, aligning countries and functions, challenging outdated practices and sustaining improvement at scale.

You will lead a Nordic team of approximately 8 professionals and be a member of the Business Banking Commercial and Digital leadership team, reporting to the Head of Business Banking Commercial & Digital.

Who you are

You improve how large organisations work, connecting strategy with frontline delivery across customer experience, performance, technology and risk. You influence across boundaries, align people behind a clear direction and challenge outdated practices. You build organisations that deliver better outcomes and higher productivity without added complexity.

Your background and skills include:

- Senior experience in commercial operations, sales effectiveness, service transformation or operating-model design.
- A track record of turning operating-model changes into adoption and measurable customer, commercial and productivity outcomes.
- Strong understanding of frontline sales and service, including capacity, performance, quality and customer coverage.
- Experience navigating complex, customer-facing organisations across markets, channels or business units.
- Experience applying data, AI and automation to improve commercial performance and frontline productivity.
- Leadership experience building specialist teams and influencing senior stakeholders across organisational boundaries.

It would be ideal if you also:

- Experience in financial services or another complex B2B environment.

As the Leader you are expected to and have a crucial role in:

- Creating purpose by translating strategy into operational and actionable plans to showcase how we create value for our customers and impact business priorities.
- Empowering people by identifying individual development opportunities to support growth and encourage them to share own ideas, concerns and learnings.
- Driving performance by recognising individual contributions and collective victories to maintain a healthy balance through measurable goals and clear priorities for each team member.
- Developing teams by nurturing a dynamic team culture, that emphasises trust and respect to ensure that everyone understands their unique value and contribution.
- Fostering inclusion by creating equal opportunity through curiosity about all aspects of diversity in your team to evaluate habits and perspectives on a continuous basis.

What we offer

People come here when they want to get somewhere. For some, it's to take their career to the next level. For others, it's to break new ground within their area of expertise – in other words, with us, you will always move forward. In this role,

you will have a rare opportunity to shape how Business Banking operates across the Nordics. You will help build the commercial system through which thousands of colleagues create value for customers every day, balancing customer outcomes, productivity, commercial performance and scale.

A culture that fosters performance and growth in one of the largest Nordic banks, offering various opportunities to evolve, develop and learn from brilliant colleagues with diverse backgrounds in a vibrant working environment.

Hybrid working model – we believe in the value of bringing people together and at the same time we embrace the freedom of flexibility.

Diversity and inclusion are a natural part of our daily work. We know that an inclusive workplace is a sustainable one. We genuinely believe that our diverse backgrounds, experiences, characteristics and traits make us stronger together.

If this sounds like you, get in touch!

Next steps

Submit your application no later than 21/10/2026. For more information, you're welcome to contact Talent Acquisition Partner Charlotte Tuvenlund at Charlotte.Tuvenlund@nordea.com.

We enable dreams and aspirations for a greater good.

We build relationships. We add a personal touch to everything we do – when advising our customers, collaborating with colleagues, and meeting our potential candidates.

We learn and develop. We take pride in being experts and thinking ahead. We use our expertise to meet our customers' needs, from the simplest to the most complex. We bring a growth mindset to our work that enables us to focus on a broader perspective in our daily challenges.

We lead change. We are responsible and aware of the impact of our decisions, both for our customers and for our local and global communities. Mindful of our responsibility towards current and future generations, we have made sustainability an integrated part of our business strategy.

We are Nordea. We have a 200-year history of supporting and growing the Nordic economies and our values are deeply rooted in these open, progressive and collaborative societies. As one of the biggest employers in the Nordics, Poland and Estonia, you have excellent opportunities to evolve, develop and move forward with us.

Only for candidates in Finland: A security clearance will be performed for the person selected for this position.

Only for candidates in Sweden: For union information, please contact Finansförbundet at finansforbundet@nordea.se or SACO at SacoNordea@nordea.com.

Nordea

København S, 2300
København S
www.nordea.dk

Ansøgningsfrist

21. oktober 2026
Head of Commercial Operating Model,
Business Banking

Kontaktperson

Charlotte Tuvenlund
Charlotte.Tuvenlund@nordea.com