

Operational Excellence Manager

Banking hasn't changed much in decades. We're changing that. One product at a time.

Lunar is a Nordic challenger bank building the future of financial life with AI at the core. Our engineers, designers, and product people work on problems that actually matter. Making money simpler, smarter, and more rewarding for millions of people across the Nordics. Fully licensed and founded in 2015, with offices in Copenhagen, Aarhus, and Stockholm. We move fast, we build with purpose, and we're just getting started.

As our new Operational Excellence Manager, you'll join the Operational Excellence team in Copenhagen, reporting to the Director of Operational Excellence. This is the senior improvement role in an operation of more than a hundred people, where processes have to satisfy documented regulatory requirements and still keep pace with the volume moving through them. You'll own complex change from the first analysis through to a result that people actually use.

What will you do?

- **Bring proven method, and the judgement to adapt it.** Frameworks, tools, templates, ways of structuring and documenting work: you arrive with a set of approaches you have used in practice, so we get to a good answer faster than we would by developing everything from scratch. Lunar moves quickly and rarely allows a framework to be run as designed, so what matters is applying the part that fits, leaving out the part that does not, and explaining the reasoning behind both. We expect you to hold a view in most discussions, grounded in what you have seen work and fail.

- **Own improvement work end to end.** Map how a process actually runs, quantify what it costs, design the change, get it adopted, and confirm it worked. At this level, that happens largely on your own initiative and under your own direction: you find the work that matters, make the case for it, and carry it through yourself. Automation and AI belong in that solution space rather than in a separate track: for most problems here, whether something should be redesigned, automated, supported by AI, or stopped altogether is part of the same question.

- **Make improvements outlast your involvement.** We look for effect that survives you moving on to the next thing: methods that are written down and actually used, colleagues who can run them, and improvements that still hold a year later.

What are we looking for in you?

- **You finish what you start**. Improvement work is easy to begin and easy to let go of when priorities shift or the organisation resists. We need someone who stays with a change until it is embedded in daily work and its effect can be demonstrated, rather than stopping once it has been designed and handed over.
- **You have a broad and applied toolbox**, built in more than one organisation and on more than one kind of process: process improvement and mapping, change management, continuous improvement, and project and delivery method. Some of that experience needs to come from a regulated environment within the financial sector — banking, fintech, payments, or similar. Not as a regulatory or financial crime expert, but with enough understanding of how this kind of operation works that you can contribute in a discussion from the start rather than learning the industry first. You have used these methods often enough to have formed your own judgment about what they are worth rather than trusting them by default.
- **You move people who do not report to you.** Tech, product, risk, commercial, and operations are all in scope, and none of them are ours to instruct, so informal leadership is a foundational capability to succeed in Lunar. At this level, we also expect you to be the one who raises a disagreement or an unwelcome finding while there is still time to act on it.
- **You work from numbers.** You size a problem before proposing a solution, decide up front what the change is supposed to move, and establish afterwards whether it moved — including when it did not.
- **You are proactive, and you take an active interest in maturing Operational Excellence.** The improvements that matter most here rarely start as an assignment. They start with someone deciding that a process, or the way we run change, could work better, taking the time to understand it properly, and coming back with a structured opinion on what to do about it. That includes how we work in Operational Excellence itself: on your own initiative, you look for what is working elsewhere, take a view on which capabilities we should build next, and bring back what is worth using here. The same goes for the tools: we expect you to be using AI in your own work already, and to have a view on where it removes the need for a process rather than just speeding one up.

Benefits and perks

- 4 days in the office. We're a team that builds together, thinks together, and moves together. Showing up is part of how we work.
- State of the art equipment. The newest computer, monitor, mouse, and keyboard. We want you to do your best work without anything slowing you down.
- Pension, health insurance, and enhanced parental leave. From your financial future to your family moments. We've got you covered.

Are you ready to join the journey? Apply now and let's find out more!

While you hold on tight for us to get back to you, curious to see what we're up to? Follow us on LinkedIn for business announcements and releases , check out our Instagram for an inside scoop on what it's like to work here .

We welcome applications from candidates of all backgrounds. If you need any adjustments during the recruitment process, please let us know.

Depending on the regulations in the country where you will be employed, we will ask to see or obtain information about your criminal record.

Lunar
København, 1260 København
www.lunar.app

Ansøgningsfrist
Løbende jobsamtaler
Operational Excellence Manager

Kontaktperson
Enrica Testa