



Team Lead, Onboarding (CDD)

Banking is changing, and we're building the bank that's driving that change. Lunar is a Nordic challenger bank, founded in Copenhagen in 2015, with offices in Copenhagen, Aarhus, and Stockholm. We're putting AI at the core of how we build and run the bank, but turning new customers into real customers safely still comes down to people who know how to make a good call. That's where you come in.

We're looking for a Team Lead to run our Onboarding team in Copenhagen, part of Customer Due Diligence (CDD), reporting to our Director of FCP Operations. On paper, onboarding is the same steps for every customer. In practice, corporate structures, bankruptcy histories, and business models vary enough that your team is making real judgement calls every day, not ticking boxes. We need someone who can lead that well, fast where it's safe to be fast, careful where it isn't.

What will you do?

- Lead a team of Onboarding specialists handling business onboarding day to day, including formal performance management: regular reviews, feedback, and addressing underperformance.
- Own throughput and wait-time targets without compromising risk assessment, and manage the team against target adherence, growth, and engagement (Peakon) scores.
- Hold the line on quality within Onboarding's edge-case reality: same steps every time, but corporate structure, bankruptcy history, and business model variation mean your team is making real judgement calls, not following a checklist.
- Coordinate with Customer Support and commercial teams on onboarding friction.
- Represent Onboarding in the FCP Ops & Onboarding leadership forum.

What are we looking for in you?

- 1-3 years leading people with direct reports, including performance reviews and handling underperformance.
- Experience in a regulated industry where decisions have consequences and stand up to review. A background in financial crime prevention, compliance or onboarding is a plus.
- You can lead people who know more than you. The team spans juniors to seniors, and you're here to set the standard, coach people day to day, and back your calls when challenged.
- You lead with data, using throughput, quality scores and target adherence to see what's happening and act on it. You'll be one of five leads sharing targets and ways of working, and help new colleagues ramp up as the team grows.
- You want to be part of a team that plays to win, with real pace and real targets. You thrive in the room with your team, and measure success by one thing: is the team stronger a year from now?
- Fluency in Danish and English. Swedish is an advantage, as we onboard customers in both markets.

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 .

Depending on the regulations in the country where you will be employed, we will ask to see or obtain information about your criminal record. Please note that our employment is conditional upon you not being registered in RKI (Ribers Kredit Information).

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

Lunar

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Ansøgningsfrist

Løbende jobsamtaler
Team Lead, Onboarding (CDD)

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