



Nordic Lead Business Developers, Nordic Customer Experience and Engagement

Would you like to shape the future of customer service across the Nordic countries? We are looking for Nordic Lead Business Developers who can turn strategic ambition into sustainable operational change in Personal Banking. The role offers broad Nordic exposure and the opportunity to influence the future direction of customer service while balancing common Nordic ambitions with local business needs.

About our team

The Nordic Customer Experience and Engagement team is a recently established team within Personal Banking with a mandate to develop and drive a common Nordic approach to customer service. We take an end-to-end perspective on the service model and work across the Nordic countries to identify business development opportunities, drive transformation initiatives and strengthen the customer experience through a more integrated Nordic setup.

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.

What you'll be doing

You will play a key role in shaping the future Nordic customer service operating model, driving strategic initiatives from design to implementation in close collaboration with senior leaders across the Nordic countries. Operating at the intersection of business development and transformation, you will align priorities, connect dependencies and ensure that decisions translate into sustainable business outcomes. While the role does not include formal people management, you will work closely with senior leaders and key stakeholders across the Nordic countries to build commitment, drive progress and deliver lasting business impact.

Your main responsibilities:

- Developing and implementing a common Nordic customer service operating model.
- Harmonizing relevant processes, ways of working and service capabilities across countries.
- Coordinating business dependencies, decision needs and implementation readiness.
- Establishing governance, KPIs and follow-up mechanisms for business outcomes.
- Converting analysis and recommendations into lasting operational change.

Who you are**Your background and skills include:**

- Significant experience in senior business development, operating model development and/or business transformation.
- Experience leading cross-functional and cross-country transformation initiatives.
- Strong understanding of governance, performance management and business value creation.
- Ability to structure complex topics and translate them into clear decisions and actionable plans.
- Experience influencing and aligning senior stakeholders without formal authority.
- Experience from customer service or financial services

To succeed in this role, we believe that you:

- Combine strategic thinking with a strong ability to execute and deliver results.
- Are structured, analytical and pragmatic in driving progress and managing complexity.
- Communicate clearly and build trust across organisational and country boundaries.
- Are comfortable navigating ambiguity, balancing different perspectives and aligning stakeholders around a common direction.
- Understand that successful transformation requires both robust design and strong commitment from the people involved.
- Thrive in collaborative environments and are motivated by creating lasting business impact.

Why this role matters

Customer service increasingly spans countries, channels and technologies. Without deliberate business leadership, new solutions risk reinforcing existing differences rather than enabling a more coherent Nordic way of working. This role helps ensure that strategic ambition becomes a functional operating model, supported by common decisions, clear accountability and measurable business outcomes. Your contribution will influence not only how change is implemented, but how Nordic customer service continues to develop over time.

If this sounds like you, get in touch!

Next steps

Submit your application no later than 01/11/2026. For more information, you're welcome to contact Head of Customer Experience and Engagement, Carolin Runnquist, carolin.runnquist@nordea.com or recruiter Anna-Karin Westberg, anna-karin.westberg@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.

If you are an external consultant interested in this role and wish to apply please contact the hiring people leader for separate instruction on how to apply.

Nordea

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Ansøgningsfrist

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Nordic Lead Business Developers, Nordic
Customer Experience and Engagement

Kontaktperson

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