Head of Customer Implementation & Integration

Transaction Banking is changing fast, and the way customers connect with their bank is becoming more sophisticated. Danske Bank is bringing its Customer Implementation and Integration areas together under one unit, and we are looking for a leader who can create a shared direction, build a strong leadership team, and make complex customer journeys simpler and more consistent across five markets.

What you will be doing

You will lead a newly unified organisation spanning Denmark, Sweden, Norway, Finland and Lithuania, bringing together experienced leaders, specialist teams and distinct capabilities. Reporting directly to the Head of TxB Sales Enablement, you will work closely with colleagues across Sales, Product, Technology, IT and Tribe organisations to shape end-to-end customer experiences. Your role sits at the intersection of business, operations and technology, and the decisions you make will shape how corporate customers and financial institutions connect with Danske Bank.

More specifically, you will:

- Set the strategic direction and priorities across all five markets
- Build and develop a leadership team grounded in clarity, empowerment and accountability
- Connect Customer Implementation and Integration to create more seamless customer journeys
- Partner with IT and Tribe teams to shape customer-facing solutions and internal tooling
- Use client insights to inform implementation journeys, integration solutions and commercial priorities
- Encourage the responsible adoption of AI to simplify processes and build employee capabilities

About you

- Solid experience leading organisations through other leaders
- Genuine commitment to developing people, teams and leadership cultures
- Ability to create direction across countries or complex organisational structures
- Skilled at translating strategy into clear priorities and tangible outcomes
- Strong customer and commercial orientation
- Comfortable at the intersection of business, operations and technology
- Able to bring structure and clarity to ambiguous, multi-stakeholder situations

You do not need to come from a traditional banking background. Experience from financial services, consulting, technology, transformation, customer implementation, integrations, APIs, cash management or similar environments is equally relevant and welcome.

What we offer you
This is a rare opportunity to shape a newly formed organisation and leave a lasting mark on how Danske Bank delivers for its customers. You will work in a hybrid model, typically three to four days per week in the office, alongside talented colleagues across multiple markets. We invest in our leaders and offer genuine scope to grow, both in the role and across the wider organisation.

Are you ready for the next step?
If this sounds like the right move for you, we encourage you to apply. You are also welcome to reach out to Natasha Rajovic, Head of TxB Sales Enablement, at **nkuz@danskebank.dk** with any questions before applying.

Location: Aarhus or Copenhagen.

We look forward to hearing from you!

Danske Bank	Ansøgningsfrist	Kontaktperson
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