

Head of Operational Design & Governance

Operational information is the backbone of how a bank operates, and getting it right matters.

We are looking for an experienced and strategic leader to strengthen the Group-wide operational information blueprint, with accountability anchored in the Operational Design & Governance team within Enterprise Process Management.

In this role, you will lead a critical Group-wide capability, strengthening how we design, structure and govern operational information across the Group. You will strengthen the foundations for simpler and more transparent operations, effective transformation, regulatory readiness, automation and AI adoption.

Your role

Your mission is to mature and strengthen the Group-wide operational information model, making it increasingly coherent, consistent, scalable and fit for both commercial and regulatory needs, while driving its adoption across the organisation.

You will lead a team of 16 specialists within Enterprise Process Management and own the direction and evolution of the Group's operational information capability. Working across organisational boundaries, you will collaborate closely with Business Units, Enterprise Architecture, Risk, Compliance, Technology and Transformation teams.

More specifically, you will:

- Lead and develop a high-performing team of specialists while building a collaborative and outcome-focused culture.
- Set clear direction for the Group operational information model design and establish clear methodologies, standards and governance across the Group.

- Strengthen operational governance and accountability across functions, value chains, business services, processes, manual services, SOPs and business procedures.
- Drive adoption and execution, ensuring frameworks and standards translate into practical and scalable solutions across the Bank.
- Create foundations for AI, automation and data-driven operations through high-quality operational information and strong design principles.
- Partner across the Bank, connecting business, operations, architecture, technology, data, risk, controls and transformation perspectives.
- Advise and guide senior stakeholders on operational information design, governance and operating model decisions.

What we are looking for

You are an experienced and strategic leader who combines enterprise thinking with the ability to turn direction into execution.

You bring:

- Proven leadership experience from leading large specialist or transformation teams with a broad range of deliverables.
- Strong expertise in business architecture, process management and/or operating model design.
- Strong business acumen and the ability to connect strategic objectives with operational realities.
- A strategic mindset combined with strong execution capabilities and a track record of delivering measurable outcomes.
- Experience driving enterprise-wide change in a complex and regulated environment, preferably financial services.
- Strong ability to navigate complexity, influence senior stakeholders and drive alignment across organisational boundaries.
- Experience establishing and implementing methodologies, standards, frameworks and governance models.
- A strong understanding of how business, operations, technology, data, risk and controls connect across the enterprise.
- An interest in how operational information design and governance can create the foundations for AI, automation and analytics.
- Excellent communication and stakeholder management skills, combined with a passion for developing people and teams.

What success looks like

You will help create an operating environment where operational information is well-designed, governed and trusted; complexity is reduced; accountability is clear; and the Bank is better equipped to execute transformation and adopt new technologies at scale.

Success will ultimately mean making it easier for the organisation to understand how we operate, how our operations connect, and where we need to change.

Why join us?

You will lead a critical EPM capability at the intersection of business design, governance, transformation, technology, data and AI. The role offers significant scope to influence how the Bank operates at scale and to help build a simpler, more coherent and future-ready organisation.

You will work with a broad network of senior stakeholders across the Bank and have the opportunity to develop an area that will become increasingly important as we accelerate transformation, automation and AI adoption.

We work in a hybrid model, with 3 to 4 days per week in the office to support collaboration and knowledge sharing. You will have access to learning resources, a broad network of senior stakeholders, and genuine opportunities to grow as a leader.

Are you ready for the next step?

If this sounds like the right opportunity for you, please reach out to hiring manager Inga Rimké-Linga at inri@danskebank.dk with any questions, or apply directly.

We review applications on an ongoing basis, so we encourage you to apply as soon as possible or by **17 November 2026** at the latest.

We look forward to hearing from you.

Danske Bank	Ansøgningsfrist	Kontaktperson
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