

Senior Process Partner

About the Team

At the Enterprise Process Management (EPM) unit, our north star is “Partnering towards process excellence.” As Danske Bank’s internal consultancy, the Process Intelligence team collaborates across the organization to drive impactful process improvements and embed operational excellence, deliivering real value. We work side-by-side with business units and agile tribes, supporting strategic growth initiatives and fostering a culture of continuous improvement.

Our Process Partners play a key role in driving transformations for efficiency and building capabilities in process management. By leveraging Lean methodologies and best practices, we help optimize processes, reduce waste, enhance customer satisfaction and regulatory compliance, and strengthen the organization’s ability to deliver sustainable results. We coach leaders to translate operational excellence principles into lasting behavioural change

What You Will Do

- Drive end-to-end process optimization initiatives, applying Lean principles and eliminating waste.
- Lead and participate in projects focused on customer journeys, process transformation, and change management, using methods such as DMAIC.
- Identify and prioritize organizational benefits, aligning process improvements with business goals and customer needs.
- Acquire and analyze data to uncover improvement opportunities, utilizing Lean and Six Sigma tools and statistical concepts.

- Develop and operationalize process improvement frameworks, ensuring the sustainability and control of implemented solutions.
- Deliver training and mentor colleagues on Lean and process improvement methods, fostering leadership development (both self and others) and a culture of continuous improvement.
- Champion operational excellence by designing and implementing best practices that enhance process performance, ensure compliance, and support the organization's strategic objectives.
- Coach leaders to embed operational excellence into daily management practices, driving sustainable behavioral change and a culture of continuous improvement.

What We're Looking For

- Green/Black Belt certification in Lean & Six Sigma, certified Lean Manager or equivalent
- 3+ years of experience in process re-engineering, operational excellence, optimization, or transformation, with strong data analysis skills.
- Project/program management experience (e.g., Agile, Prince2, PMP), with process management or operational excellence as a core methodology.
- Strong skills in business process improvement, change management, and stakeholder engagement.
- Ability to influence without formal authority and thrive in a large, complex organization.
- Experience in delivering training or mentoring on Lean/process improvement.
- Systemic thinking, pragmatic problem-solving, and the ability to structure ambiguity.
- Proven track record in driving and anchoring sustainable change.
- Demonstrated experience in operational excellence, coaching leaders with a proven ability to drive sustainable improvements in efficiency, quality, and business outcomes.
- As an advantage: knowledge in AI application for process and operational excellence work.
- Advanced English language skills

Want to Know More?

If you have any questions, you are welcome to reach out to Laura Makele, Head of Process Intelligence on lmak@danskebank.lt or Indre Sliziene, Head of Operational Excellence on isli@danskebank.lt

Diversity & Inclusion

Together, we continue to build an inclusive culture that encourages, supports, and celebrates diversity.

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