

Specialist Advisor – Fraud

Fraud is constantly evolving, and so is the work we do to protect our customers. In Fraud DK, you will join a team where analytical thinking, good customer dialogue, and close collaboration come together to make a real difference for individuals and society. This is a role where your contributions matter every day.

What you will be doing

You will be part of Fraud DK, one of two Danish teams within Special Risk Operations, working closely with colleagues in Denmark, Lithuania, and the wider Nordic region. The team brings together a diverse mix of backgrounds, experience levels, and educations, creating a social and supportive environment where sparring and knowledge sharing are part of daily life. You will collaborate with internal stakeholders across the bank and engage directly with private and business customers to ensure sound case handling and positive customer experiences.

Your key responsibilities will include:

- Handling customer dispute cases and reviewing payments flagged for control
- Assessing alerts, evaluating documentation, and taking steps to mitigate risk
- Navigating a regulatory environment that is regularly updated and changed
- Communicating with internal stakeholders and documenting relevant information in Danish and English
- Maintaining direct customer dialogue with a clear focus on the customer's situation

About you

- Experience in fraud handling, risk mitigation, or general banking
- Strong analytical and methodical approach to complex case work
- Comfortable managing customer conversations as a regular part of work
- Able to adapt quickly when regulations, procedures, or fraud patterns shift

- Fluent in Danish and English, both written and spoken

A certification from ACAMS or ICA within fraud or compliance is an advantage, though not a requirement. We welcome a variety of routes into this role, and your approach to the work and your colleagues matters as much as your formal background.

What we offer you

You will join a close-knit team that takes professional development seriously, regularly knowledgesharing and following new trends in fraud prevention together. We work in a hybrid setup, typically spending three to four days a week in the office to support collaboration and team culture. You will have real opportunities to deepen your expertise in a field that continues to grow in significance.

Are you ready for the next step?

If you have questions about the role, please reach out to Kristian Husum on mail krhu@danskebank.dk or Henrik Rodenberg Ploug by phone at +45 30 36 92 46.

We review applications on an ongoing basis, so we encourage you to apply as soon as possible or by 3rd of December 2026 at the latest.

We look forward to hearing from you!

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