

Senior / Expert Application Manager, KYC Application Management (permanent position)

We are looking for a Senior / Expert Application Manager to join our KYC Application Management Team in KYC Change Management, Group Financial Crime Prevention, on a full-time permanent employment agreement. You will play an important role in managing Nordea's KYC application portfolio at the intersection of business, technology, risk and compliance, helping ensure that our applications remain stable, secure, compliant and aligned with business needs throughout their lifecycle.

About our team

Meet the KYC Application Management Team. We manage applications supporting Nordea's KYC capabilities, ensuring they meet business, operational, security, risk and compliance needs. We are an international team within KYC Change Management, working closely across Business, Technology, Risk and Security. As a Senior / Expert Application Manager, you will support the Application Owner, build strong end-to-end knowledge of assigned applications and drive complex topics across Business and Technology.

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.

Main responsibilities in this role:

- Manage assigned applications throughout their lifecycle, including development, maintenance, upgrades, releases and decommissioning, in line with Nordea's Application Management Guidelines and Framework.

- Develop strong end-to-end understanding of the applications, including business processes, architecture, integrations, data flows and dependencies, and contribute to strategic planning and portfolio optimisation.
- Ensure applications remain stable, available, secure, compliant and aligned with business needs, while managing application risks and following up on security, compliance, audit and access-governance topics.
- Support incident, problem, change, release and deployment activities, coordinate resolution and readiness across relevant stakeholders, and contribute to required reporting.
- Drive collaboration across Business and Technology, escalate risks, gaps and constraints when needed, share knowledge and contribute to the continued development of KYC Application Management.

Who you are

This is the right role for you if you enjoy working between business and technology and thrive in a high-paced, evolving environment. You are curious, comfortable with uncertainty and motivated to bring structure and clarity to complex topics. You will join at an important stage as our KYC application portfolio continues its transformation and moves from a project-driven setup towards sustainable BAU operations, giving you the opportunity to help shape ways of working and drive topics forward. You take ownership, work in a structured and solution-oriented way, connect business needs with technology, risk and regulatory requirements. You communicate clearly, have the courage to speak up and challenge constructively, are comfortable raising risks or gaps and managing competing priorities in a high-priority area with strong leadership attention and expectations.

Your background and skills include:

- Experience as an Application Manager, Application Owner, Application Provider, Product Owner, Business Developer or in a comparable role involving business applications and cross-functional stakeholders.
- Understanding of application lifecycle management and Change and Run processes, including incident, problem, change, release and deployment management.
- Experience with application risk, security, compliance, internal controls or access governance.
- Ability to understand application architecture, integrations, dependencies and data flows, supported by strong analytical and troubleshooting skills.
- Excellent stakeholder-management and communication skills, with the ability to bridge business and technical perspectives and influence across organisational boundaries.

It would be ideal if you also:

- Have experience within KYC or Financial Crime Prevention and understand how relevant banking regulations translate into practical business and operational requirements
- Bring knowledge of information security, cybersecurity, risk management or GDPR.
- Have experience with Pega or applications supporting users and processes across Nordea.

What we offer

People come here when they want to get somewhere. For some, it's to take their career to the next level. For others, it's to break new ground within their area of expertise – in other words, with us, you will always move forward.

A culture that fosters performance and growth in one of the largest Nordic banks, offering various opportunities to evolve, develop and learn from brilliant colleagues with diverse backgrounds in a vibrant working environment.

Hybrid working model – we believe in the value of bringing people together and at the same time we embrace the freedom of flexibility.

Diversity and inclusion are a natural part of our daily work. We know that an inclusive workplace is a sustainable one. We genuinely believe that our diverse backgrounds, experiences, characteristics and traits make us stronger together. Every day we strive to find new ways to improve diversity and inclusion within our community e.g. we have signed the European Diversity Charters in the countries where we operate to show our commitment and engage with others to continue learning and improving.

If this sounds like you, get in touch!

Next steps

Submit your application no later than 09/12/2026. For more information, you're welcome to contact Monika Wieczorek at: monika.k.wieczorek@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.

Only for candaidtes in Poland: Please include permit for processing personal data in CV as following:

In accordance with art. 6 (1) a and b. Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) hereinafter 'GDPR'. I agree to have: my personal data, education and employment history proceeded for the purposes of current and future recruitment processes in Nordea Bank Abp.

The administrator of your personal data is: Nordea Bank Abp operating in Poland through its Branch, address: Aleja Edwarda Rydza Śmiglego 20, 93-281 Łodź. Your personal data will be processed for the recruitment processes in Nordea Bank Abp. You have a right to access your personal data, right to rectify and right to delete. Disclosing the personal data in the scope specified by the provisions of Polish Labour Code from 26 June 1974 and executive acts are mandatory. Providing personal data is necessary to conduct the recruitment processes. The request for the deletion of your personal data means resignation from further participation in recruitment processes and causes the immediate removal of your application. Detailed information concerning processing of your personal data can be found at: https://www.nordea.com/en/doc/nordea-privacy-policy-for-applicants.pdf

We reserve the right to reply only to selected applications.

Nordea

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Ansøgningsfrist

9. december 2026

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Kontaktperson

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