



# Head of CoE DK in Technology & Services Personal & Business Customers Services (T&S P&BC Services)

## Job Description

*Do you want to lead a large organisation of 100 skilled colleagues all working to provide a great and timely customer experience mainly within personal loans and estate handling? Then you might be our new Head of CoE DK in Technology & Services Personal & Business Customers Services (T&S P&BC Services)*

### Center of Excellence Denmark (CoE DK),

In Center of Excellence Denmark (CoE DK), we are around 100 colleagues working across two locations in Denmark. We have several teams in Copenhagen and one team in Odense. We service our personal customers in Denmark with loans for buying and owning a home, as well as handling bank pension and estate services. We do this in close collaboration with our Lithuanian colleagues in P&BC Services and together with our business colleagues.

We work to create great customer experiences.

### Lead and enable us to services our customers through a clear value chain and technology use

You will be leading CoE DK consisting of a number of Teams (led by Team Leads) that focus on different parts of the customer purposes with responsibility centered around the value streams. We are on a transformative journey implementing new technologies into our production.

You will be responsible for driving and ensuring realization of this transformation as well as owning the process and delivery agenda by managing day-to-day service delivery, optimize capacity utilization and prioritize alignment across the entire CoE DK area - all to ensure that we deliver on our mission.

You will also create our long-term strategy to deliver sustained results and continuously iterate on our mission and observe performance.

The role must balance an operations mindset with a transformation mindset, and you must ensure a focus on delivering our daily production according to agreements, quality and compliance, while ensuring implementation of new technologies in the production.

In addition, you will be part of the P&BC Services Leadership Team who together is building and transforming our entire Service Organization.

**As part of all this, your responsibilities will include:**

- Drive, iterate and ensure realization of CoE DK's mission
- Direct multiple teams and ensure to optimize capacity utilization
- Engage in close alignment with business stakeholder to ensure the right customer segmentation and prioritization
- Participate in PC Denmark's Leadership Team
- Be audit and budget accountable
- Carry HR responsibility for Team Leads

**A skilled, innovative and people-minded leader**

You have been in a similar position in a large organization, as the role requires heavy leadership experience managing a large organizational unit.

**We expect you to:**

- Have extensive knowledge of personal customer segments with a proven track-record of driving success and creating innovation
- Be passionate about people development and building a strong workforce with a coaching and empowering leadership mentality
- Be skilled in communication and stakeholder management with the ability to navigate in complex stakeholder settings

**We offer:**

- Collaborate with great and dedicated colleagues in a dynamic work setting
- Have direct impact on the tactical and strategic agenda
- Be part of an exciting transformational journey

**Questions?**

If you have any questions about the job, please reach out to Head of T&S P&BC Services, Jesper Flach at [jcz@danskebank.dk](mailto:jcz@danskebank.dk)

## About Us

Danske Bank is a Nordic bank with bridges to the world around us. For 150 years, we have supported people and businesses in releasing their potential. A career with us is an opportunity to join a community of 22,000 colleagues in a culture where we are committed to Teaming Up, Owning It and Being Open. Together, we are on a journey to transform Danske Bank into a better bank. For our customers, our employees and the societies around us.

### Danske Bank

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### Ansøgningsfrist

5. marts 2026  
Head of CoE DK in Technology & Services Personal &  
Business Customers Services

### Kontaktperson

Jesper Flach