



Head of Technology Business Management

We are looking for a Head of Technology Business Management (TBM) to strengthen the commercial governance and operational effectiveness of the technology organization in ERGO Nordics.

This is a senior role operating at the intersection of Technology, Procurement, Finance, Legal, and Risk/Compliance, with a clear mandate to drive transparency, efficiency, and value realization across our technology landscape.

About the role

As Head of Technology Business Management, you are accountable for establishing strong commercial and operational governance across technology domains. You will lead vendor and commercial management practices, ensure disciplined financial and operational cadences, and implement standardized operating processes that support leadership with a single, trusted view of technology performance, costs, and risks.

The role combines tactical execution and operational leadership with strategic initiatives to optimize cost, improve supplier performance, and strengthen compliance and audit readiness.

Key responsibilities

- Drive the implementation of Technology Business Management (TBM) in ERGO Nordics IT (group standard).
- Own and run commercial governance for technology vendors and services, including contract lifecycle management, renewals, escalations, and value tracking.
- Partner closely with Procurement and Legal on contract strategies and negotiations for strategic technology suppliers (pricing models, SLAs/KPIs, liabilities, and exit terms).

- Lead supplier performance management, including KPI/SLA definition, QBR cadence, service improvement plans, and remediation tracking.
- Ensure transparency of technology spend and commitments across vendors and domains (invoices, POs, consumption, indexation impacts).
- Establish and operate operational governance cadences such as monthly and quarterly performance reviews, management reporting, and executive decision forums.
- Maintain operational KPIs and dashboards covering delivery health, service performance, financials, vendor performance, and key risks.
- Support planning and forecasting processes together with Finance and portfolio/delivery functions (run vs. change, capacity and resource views, cost drivers).
- Drive standardization and continuous improvement of operational processes, reporting standards, governance templates, and decision rights.
- Coordinate cross-functional operational risk management with Security/GRC and Operations, including supplier risk, resilience, audits, and compliance obligations.
- Oversee management of commercial and operational exceptions and waivers, ensuring appropriate approvals and follow-up.
- Lead and develop a small team (e.g. analysts, vendor managers, operations coordinators), where applicable.
- Identify and deliver measurable cost optimization and value realization initiatives.

What success looks like

- Proactive and effective commercial governance with well-managed renewals and vendor performance.
- Improved cost transparency, stronger forecasting, and fewer financial surprises.
- Measurable improvements in supplier performance against agreed SLAs and KPIs.
- Trusted, timely operational reporting supporting leadership decision-making.
- Standardized, efficient governance processes with reduced manual reporting.
- Strong compliance and audit readiness with minimal findings related to vendor and commercial governance.
- High stakeholder satisfaction across Technology, Procurement, Finance, and Risk functions.

Your profile

- Strong commercial and operational leadership mindset with a focus on transparency and governance.
- Proven experience in vendor and commercial management within a technology environment.
- Excellent stakeholder management skills and ability to influence across functions.
- Structured, analytical problem solver with the ability to turn data into executive-ready insights.
- Confident communicator with experience in senior management reporting.
- People leader with the ability to build capability and accountability in a team.
- Detail-oriented with a strong sense of control discipline and documentation.
- Continuous improvement mindset – you standardize, simplify, and automate where possible.

Technical and professional skills

- Vendor and contract lifecycle management (renewals, SLAs/KPIs, QBRs).
- Technology cost and financial governance (run vs. change, commitments, forecasting).
- Procurement and contract fundamentals (pricing models, service credits, indexation, exit planning).

- Operational performance management, KPI/KRI design, dashboards, and governance cadence.
- Risk and compliance awareness, including third-party risk and audit readiness.
- Familiarity with tools such as CLM/contract repositories, PPM tools, ERP/procurement systems, BI dashboards, and strong Excel/PowerPoint skills.
- Broad technology understanding to challenge vendors and assess operational impacts.

Education and languages

- Bachelor's or Master's degree in Business, Finance, IT, Engineering, Procurement, or a related field (or equivalent senior experience).
- English is required; a Nordic language is preferred.
- Relevant certifications are an advantage (e.g. ITIL, COBIT, CIPS, WorldCC/IACCM, vendor management certifications).

What we offer

Join a team and shape the future of insurance:

- A dynamic, ambitious, and collaborative work environment.
- Opportunities for personal and professional development in an internationally owned insurance company.

The role is based in our Copenhagen office (our Nordic HQ) with hybrid flexibility. You will also spend time in the field meeting partners, supporting business development activities, and participating in workshops and strategic initiatives.

Occasional travel within Denmark and the Nordics is expected.

How to Apply

For more information about the position, please contact:

Katarina Sliacka – Project Assistant: Katarina.Sliacka@munichre.com

Please upload your motivation letter, CV, and relevant diplomas as soon as possible and no later than May 12.

Applications will be reviewed on an ongoing basis, and interviews will be conducted continuously.

ERGO Forsikring

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Ansøgningsfrist

12. maj 2026
Head of Technology Business
Management

Kontaktperson

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