



Head of Customer Service

Help shaping tomorrow's daily banking experience for personal customers at Danske Bank! We are looking for a strong operational leader with a clear focus on day-to-day customer service, who inspires teams with vision and clarity, guiding towards goals through encouragement. If this resonates, we invite you to apply for Head of Customer Service, reporting directly to the Head of Daily Banking.

As the Head of Customer Service, you will play a crucial role in transforming everyday banking by improving customer experiences across all channels, both human and nonhuman, and driven by AI. You will be involved in developing Customer Service to deliver a truly digital-first banking experience, with access to skilled human support whenever needed.

You will manage a 24/7 Customer Service department with around 250 agents consisting of permanent employees, students and temps, handling nearly 3 million annual queries via phone, chat, and email. The inquiries cover a wide range of topics like cards, accounts, payments as well as fraud, with self-service options and AI Assistants resolving a continuously growing number. Your primary location will be Aarhus.

By leading, you will help transform the workforce, improve processes, and accelerate ongoing transformation to provide high quality, efficient solutions. Your efforts will enhance accessibility and raise customer experience in line with our strategy.

You will join engaged colleagues in a fast paced, open and supportive environment shaped by a leadership style, built on trust and empowerment. We keep the spirit high, collaborate closely across business and tech, and (yes) have fun – even in busy times.

Key responsibilities

Lead and develop Customer Service:

You will be responsible for ensuring accessibility and high-quality service in all customer interactions handled by Customer Service. Ensuring continuous development towards a digital first approach, as well as a personalized and proactive customer experience aiming for first time right.

Accelerate digital transformation

You will be responsible for optimum internal usage of GenAI and digital tools to boost customer experience as well as efficiency. Success in this role requires a strong commitment to digital adoption and close collaboration with development teams and stakeholders to implement seamless, digital-first customer journeys, accelerate adoption and ensure workforce transformation and upskilling.

Inspire and motivate

You are responsible for inspiring and motivating your organisation to do their best through a strong performance culture. By promoting collaboration and leading operational change, you will exemplify the bank's values: teamwork, ownership, and openness. Strategic vision, communication skills, and commitment to transformation are essential.

Who are you?

We are looking for an inspirational, engaging, and empowering leader who delegates responsibilities effectively. Furthermore, you:

- Demonstrate trust in your staff and can provide coaching and constructive feedback to support their growth
- Are seen for your close engagement with your organisation, utilising open dialogue and active involvement as key tools for driving change
- Have a relevant university degree and prior experience from an area with similar and relevant disciplines
- Expertise in leading sizeable, diverse teams, with an impressive record of driving performance
- Strong communication and collaborative skills

Why join us?

Join an innovative organisation leading everyday banking transformation. If you want to assist us in improving customer engagement and satisfaction, apply now and join us in shaping the future.

For detailed information about this role, please reach out to Lene Weje at lekn@danskebank.dk. Interviews will be held on an ongoing basis.

We are looking forward to hearing from you!

Danske Bank

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Ansøgningsfrist

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Head of Customer Service

Kontaktperson

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