



Consent Manager – Personal Banking

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Join us in shaping how millions of customers engage with Danske Bank through meaningful and customer-centric consent journeys. Consent management is a key enabler in Danske Bank's Forward'28 strategy and plays a central role in unlocking the potential of customer engagement, personalisation and service.

We are looking for a Consent Manager to help shape and develop our consent agenda across Finland and Sweden and at the centre of Danske Bank's growth ambitions.

About the role

Join an established journey where we are increasing our focus on consent management.

As a Consent Manager, you will:

- Drive the development of a consistent and scalable consent framework across Finland and Sweden, balancing regulatory requirements with commercial opportunities and local market needs.
- Shape how we develop and manage consents, ensuring customer journeys are intuitive, customer-friendly and compliant while enabling business growth.
- Explore customer behaviour and identify opportunities to improve consent collection in customer engagement.
- Advise and support commercial teams across Personal Banking on consent management, development and tactical consent collection initiatives.

- Collaborate closely with colleagues from the Consent Management Programme as well as stakeholders across Legal, Compliance, Design, Communication, Technology and business teams throughout the bank.
- Translate regulatory requirements into customer-centric and commercially viable solutions.

You will join the **Customer Experience, Insights & Sustainability PC** team, a friendly and collaborative team of skilled colleagues. Together, we drive initiatives that improve customer experiences and support Personal Banking's strategic ambitions. We are responsible for the bank's customer experience framework, customer insights and measurements, complaints insights, selected sustainability initiatives and consent management.

We aim to be customer-centric, data-driven and commercially oriented. The position offers a great opportunity for professional development, broad exposure across the organisation and the chance to influence strategic priorities across Personal Banking.

Skills

To thrive in this role, we imagine you have a customer-focused mindset, experience working with digital customer journeys and an ability to navigate complexity while collaborating with a diverse group of stakeholders.

We are looking for a colleague with the following qualifications:

- Experience working with consent management, data-driven customer engagement, privacy-related topics or similar customer and regulatory domains.
- A strong understanding of consent-related legislation and the ability to translate regulatory requirements into business opportunities and customer value.
- Experience working with digital customer journeys and customer-facing solutions.
- Strong communication skills in English and either Finnish or Swedish – or both!
- The ability to structure and drive initiatives across multiple domains, combined with experience managing projects, processes and stakeholders.
- Experience working with digital products, IT and/or user experience design is considered an advantage.
- A commercial mindset, with the ability to analyse opportunities, develop recommendations and balance customer value, growth ambitions, scalability and risk.

We offer

We offer an inclusive and collaborative work environment where you will be challenged, empowered and given a high degree of responsibility.

You will have the flexibility of working from home, although we expect you to be present in the office at least three days per week.

The role offers:

- A unique opportunity to shape a strategic growth enabler within Danske Bank.
- Significant cross-functional exposure and collaboration with senior stakeholders.
- The opportunity to work at the intersection of customer experience, data, commercial development and regulation.
- A Nordic scope with responsibility across multiple markets.
- Strong opportunities for professional development and growth.

Your colleagues in CX, Insights & Sustainability PC are located at Danske Bank's headquarters next to Copenhagen Central Station. For this position, Copenhagen, Helsinki or Stockholm can be your primary location.

Interested?

If this sounds like the right next step for you, please submit your application and CV at your earliest convenience. We review applications on an ongoing basis.

Your job function (position) in the employment contract will be **Programme & Project Management**.

For more information, please contact Hiring Manager **Emilie Wedell-Wedellsborg** at ewed@danskebank.dk.

#SE #FI #DK

Danske Bank

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Ansøgningsfrist

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Consent Manager – Personal
Banking

Kontaktperson

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