



Head of Specialised Advisory, Personal Banking

Can you lead one of Personal Banking Denmark's largest customer-facing units and shape the advisory model of the future, with the ambition of delivering industry-leading customer experiences and strong results?

We are looking for an experienced and ambitious commercial leader for the role of Head of Specialised Advisory in Personal Banking, Nordea Denmark. This is a unique opportunity to lead a nationwide advisory and specialist setup that plays a crucial role in strengthening Nordea's position as the preferred advisory and relationship bank for people in Denmark. At the same time, you will become part of the Personal Banking Denmark Leadership Team, where you will actively contribute to the overall strategic development of Personal Banking Denmark.

About the role

Welcome to Personal Banking Denmark, we offer household customers easy and convenient everyday banking and advice for all stages of life. We are committed to delivering outstanding customer experiences, fostering an engaged and thriving workforce, and driving sustainable profitability.

In Personal Banking Denmark, we meet our customers with the best of Nordea. As a result, working with us means engaging in close, cross-functional collaboration with colleagues across the bank – both here in Denmark and throughout the Nordics.

Specialised Advisory is an organisation consisting of around 250 employees across Denmark bringing together a range of different advisory and specialist units with a shared focus on creating strong customer experiences.

This is one of the most central leadership roles in Personal Banking Denmark. You will be responsible for creating a common direction across several different advisory and specialist units. Through your leadership team, you will ensure strong customer experiences, high quality and solid business results. You will drive the development of the organisation through strong collaboration, efficient processes and customer journeys, as well as the targeted use of data, digitalisation and AI.

You will have the opportunity to:

- Lead a nationwide organisation of significant commercial and strategic importance.
- Become part of the Leadership Team and help shape the future of Personal Banking Denmark.
- Set the strategic direction for the organisation and drive performance, business and concept development, and execution in close collaboration with the rest of Personal Banking Denmark
- Drive digitalisation, AI and transformation at scale, identify opportunities and ensure that existing ways of working are continuously challenged.
- Optimise customer journeys, collaboration and processes across the value chain.
- Become part of a strong culture focused on development, collaboration and delivering results.
- Ensure high-quality advisory services as well as strong governance, compliance and risk management.
- Lead and develop a strong leadership team that can set direction and deliver results within their respective areas of responsibility.

Who you are

You are an experienced and strategic leader with a proven track record from large organisations and complex business environments. You create direction, bring people with you and are able to balance day-to-day operations, change and long-term development.

You are motivated by delivering results through leaders and teams with diverse professional backgrounds and are recognised for your ability to develop strong leadership teams and drive performance through others. You are curious about the business and known for asking the right questions—questions that strengthen collaboration, streamline processes and improve customer experiences across the organisation.

You do not need to be a specialist in a particular area of expertise, but you understand how to deliver results through clear direction, strong leadership and cross-functional collaboration. At the same time, you have strong stakeholder management skills and the ability to bring diverse teams together around shared goals and priorities.

- You are motivated by leading a large and complex organisation of high strategic importance.
- You are motivated by developing organisations, processes and people more than by being recognised as the leading expert in a specific area.
- You see value chains and customer journeys rather than organisational silos.

Collaboration. Ownership. Passion. Courage. These values guide us in our work, and we expect you to share them and actively bring them to life as a leader, while serving as a strong role model for Nordea's values, culture and leadership principles.

Your experience and background

- Proven success in leading large organisations through leaders.
- In-depth knowledge of transformation leadership, organisational development and cross-functional collaboration in complex organisations, as well as experience in fostering a culture characterised by collaboration, engagement, accountability and high performance.

- Solid experience in translating strategy into clear priorities and concrete actions that create value for customers, employees and the business.
- A good understanding of how data, technology and AI can be used to improve customer experiences and performance.
- A relevant higher education degree.

If this sounds like you, get in touch!

Next Steps

If you are motivated by creating direction in a complex organisation, developing strong leaders and driving improvements across customer journeys, processes and collaboration, we would very much like to hear from you.

Please submit your application as soon as possible and no later than 14/10/2026.

For more information, you're welcome to contact Martina Julin, Senior Leadership Acquisition Partner at +46 721-480683 or martina.julin@nordea.se. Interviews will be held on an ongoing basis.

To best serve both current and future customers, we want a broad and diverse composition of employees in Personal Banking Denmark. Our ambition is for our employees and leaders to reflect diversity across several dimensions, such as age, gender, experience and education. In this way, we bring different voices to the table as we develop our business together.

Nordea

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Ansøgningsfrist

14. oktober 2026
Head of Specialised Advisory, Personal
Banking

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