



Senior Business Analyst

Join our Welcoming & Orchestration Tribe as a Senior Business Analyst and help shape the customer onboarding experience at Danske Bank. You will turn complex business needs into clear solutions while collaborating with stakeholders across Nordics, Lithuania and India. In a supportive environment, you will deepen your expertise and contribute to meaningful customer journeys.

What you will be doing

As part of our 8-10 person squad, you will work at the heart of customer onboarding, ensuring business processes, customer journeys and system integrations work together seamlessly. You will collaborate with Product Owners, stakeholders and implementation teams to deliver value in our complex but rewarding domain.

- Define solution scope and requirements with Product Owners and stakeholders
- Translate business needs and incidents into clear backlog items and user stories
- Support the squad in understanding end-to-end customer onboarding flows and dependencies
- Bridge communication between squads, business stakeholders and implementation teams
- Participate in agile ceremonies including refinement, planning and retrospectives
- Support testing and validation of new features and deployed solutions
- Plan and support organisational implementation activities
- Document and follow up on dependencies, risks, decisions and achievements

About you

- Experience as a Business Analyst for at least 8 years, preferably in financial services
- Strong analytical skills to break down complex problems into clear requirements
- Comfortable working with complex system landscapes involving APIs and multiple processes
- Experience with software development lifecycles and change delivery in large organisations
- Ability to work independently and manage priorities from idea to implementation
- Clear communication skills in English, both verbal and written
- Constructive challenging skills with clarity and humility
- Motivated by agile and fast-paced environments
- Collaborative, curious mindset with ownership mentality

Experience with Jira, Confluence, project management or customer onboarding processes would strengthen your application.

What we offer you

You will join a supportive squad with a guided learning opportunity as you build knowledge of our customer onboarding domain. We work with a hybrid model, typically 3-4 days in the office to strengthen collaboration and our shared ways of working. You will also join our Business & Functional Specialist Chapter for knowledge sharing and professional development.

Are you ready for the next step?

We are excited to meet candidates who enjoy working in complexity and creating clarity for others. If you are ready to take ownership and contribute to meaningful customer experiences, we would like to hear from you. Please reach out to Christian Sommer at csom@danskebank.dk with any questions. Applications close on 21 September 2026. We look forward to hearing from you!

We review applications on an ongoing basis, so we encourage you to apply as soon as possible.

Danske Bank

Hele landet, Hele landet
danskebank.dk

Ansøgningsfrist

21. september 2026
Senior Business Analyst

Kontaktperson

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