



Senior Product Owner - Inhouse Squad

Shape the future of customer communication at Danske Bank

Are you an experienced Product Owner who can turn a strategic ambition into clear priorities and measurable outcomes? Join our new Inhouse squad and help shape how customers access documents from Danske Bank directly in our digital channels. You will lead a high-profile transformation journey that enhances the customer experience and strengthens our digital capabilities.

Who are we?

Customer Capabilities is a diverse tribe of more than 120 colleagues working in cross-functional teams across Denmark, Lithuania and India. Together, we develop and operate business-critical capabilities within Fees, Interest, Tax Reporting and Customer Communication. We modernise legacy solutions, enable greater self-service and accelerate the transition towards scalable, cloud-native platforms.

You will join the Inhouse squad, a newly established and empowered team with end-to-end ownership of Danske Bank's solution for making customer documents available in our own channels. The solution is already supporting account statements first customer documents in Denmark, and the next phase is to expand it across markets, channels and document types. The squad collaborates closely with channel teams, customer communication specialists, legal and compliance partners, and stakeholders across the bank.

What you will be doing

- Set and communicate a compelling product vision, strategy and roadmap aligned with Danske Bank's priorities.

- Own and prioritise the squad backlog, translating customer, business, technical and regulatory needs into clear outcomes.
- Lead the expansion of the Inhouse solution across markets, digital channels, customer relationships and document types.
- Work closely with developers, architects and UX specialists to make informed trade-offs and deliver secure, scalable solutions.
- Build strong relationships across a complex stakeholder landscape and create alignment on scope, dependencies and delivery plans.
- Define success measures, use data to guide decisions and follow through on customer, business and cost outcomes.
- Navigate risk, legal and compliance requirements and ensure they are embedded in product decisions and delivery.
- Strengthen an empowered, outcome-focused squad culture through transparency, curiosity and continuous improvement.

What we imagine about you

You are a senior product professional who combines strategic perspective with a strong bias for execution. You create clarity in complex settings, bring people together around a shared direction and remain accountable from idea to realised value.

- Several years of experience as a Product Owner, Product Manager or in a comparable role within digital product development.
- A strong track record of leading complex, cross-functional initiatives and delivering measurable impact.
- Excellent stakeholder management, facilitation and communication skills across both business and technology.
- The ability to translate strategic objectives and customer needs into prioritised, actionable plans.
- Commercial awareness and confidence working with business cases, benefits, risks and dependencies.
- Experience with agile product development and a commitment to learning and continuous improvement.
- Fluency in English, both written and spoken.

Experience from financial services, customer communication, document distribution, digital channels, cloud platforms or regulated environments is an advantage, but not a prerequisite.

What makes us interesting?

You will have the opportunity to lead a strategically important product with visible customer and business impact. You will join a collaborative environment with real autonomy, access to a broad professional network and room to grow both personally and professionally.

- A strong pension scheme as well as health and dental insurance.

- Flexible ways of working, including the opportunity to work from home one to two days a week.
- Modern offices in central Aarhus and Copenhagen, with good public transport connections.
- Supportive colleagues, professional communities and a genuinely collaborative culture.

At Danske Bank, diversity and inclusion are fundamental to how we work. We welcome applications from candidates of all backgrounds, experiences and perspectives.

Are you ready for the next step?

We would love to hear from you if this role sounds like your next career move. Please submit your CV and application as soon as possible, as we review applications and conduct interviews on an ongoing basis.

For questions about the position, please contact Strategic Lead Simon Torp at sit@danskebank.dk or Tribe Lead Julie Smed Østergaard at jmo@danskebank.dk.

Danske Bank

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danskebank.dk

Ansøgningsfrist

Løbende jobsamtaler
Senior Product Owner - Inhouse Squad

Kontaktperson

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