



Head of customer communication, Denmark

Would you like to play a key role in delivering exceptional customer at Nordea? We are looking for an experienced and highly driven Head of Customer Communication to lead a team of communication specialists and shape how we communicate with our customers and employees across our business areas. In this role you bring together deep communication expertise, customer insight and behavioural understanding to create communication that makes a difference and positions Nordea as personal, expert and responsible.

About our team

As the Head of Customer Communication, you will be leading a team of communication specialists supporting our business areas Personal Banking, Business Banking and Private Banking Denmark. The team connects customer communication with strong internal communication and plays an important role in advising, planning and producing communication that supports great customer experiences and keeps leaders and employees informed and equipped with relevant information and business implementations.

The Customer Communications team has a broad range of stakeholders and works closely together with Group Brand, Communication and Marketing (GBCM) in Denmark, who focuses on related areas of communications and marketing (social media, pr, marketing and branding). The two teams work towards common priorities on positioning the Nordea brand and supporting the strategies in our business areas.

What you will be doing

As the Head of Customer Communication you set the direction for a highly skilled communication team and act as a trusted communication advisor to senior stakeholders across the business. You will combine strategic perspective with a strong drive to ensure that communication creates measurable value for our customers, employees, the business and our brand.

Other responsibilities:

- Bring customer insight and behavioural thinking into great customer communication
- Support and strengthen internal communication around change and business implementation towards leaders and employees enabling them to deliver great customer experiences
- Connect communication across channels and touchpoints and ensure coherent customer and employee journeys in close collaboration with GBCM, Digital Sales and other key functions
- Lead communication in incidents and complex situations, ensuring clear, timely and coordinated communication to customers and colleagues
- Lead, energise and develop a highly skilled team, setting clear priorities and creating an environment characterised by ambition, collaboration and strong execution
- Drive smarter ways of working, including the use of AI, data and insights to increase quality, consistency and impact

In this role you will have two reporting lines: one to the Head of Commercial Hub in Denmark, Sara Guldberg Lorentzen, and one to the Head of Group Brand, Communication and Marketing in Denmark, Sanne Skott Sigtenbjerggaard.

Who you are

Collaboration. Ownership. Passion. Courage. These are the values that guide us in how we work and how we make decisions – and that we imagine you share with us.

This is the right role for you if you are an experienced senior leader with high integrity and have a passion for creating a positive, collaborative working environment. You should be driven, proactive and structured, bringing a positive can-do attitude, finding possible solutions to any challenge. And you naturally think across audiences, channels and communication disciplines rather than seeing them in isolation.

Your background and skills include:

- Communication education background (journalism or university degree) with minimum 10 years of experience as a communication professional and leadership experience for a minimum of four years
- In-depth expertise in customer communication and customer journeys, with a strong understanding of how communication, channels and behavioural principles influence customer understanding and action
- Strong experience with internal communication, including change and leadership communication, combined with the ability to develop communication strategies and translate them into effective execution
- The ability to structure work and prioritize effectively
- Experience in incident management/crisis communication with demonstrated resilience in challenging situations
- Experience with stakeholder management across many different functions at all organisational levels
- Fluent in Danish, both in speaking and in writing

It would be ideal if you also have:

- Experience working in the financial services sector (bank, pension or insurance) or in other private sectors or the public sector, where interaction with large numbers of customers/users is central to the daily operation.
- A track record of leading across various communication disciplines

As the Leader you are expected to and have a crucial role in:

- Creating purpose by translating strategy into operational and actionable plans to showcase how we create value for our customers and impact business priorities
- Empowering people by identifying individual development opportunities to support growth and encourage them to share own ideas, concerns and learnings

- Driving performance by recognising individual contributions and collective victories to maintain a healthy balance through measurable goals and clear priorities for each team member
- Developing teams by nurturing a dynamic team culture, that emphasises trust and respect to ensure that everyone understands their unique value and contribution
- Fostering inclusion by creating equal opportunity through curiosity about all aspects of diversity in your team to evaluate habits and perspectives on a continuous basis

What we offer

People come here when they want to get somewhere. For some, it's to take their career to the next level. For others, it's to break new ground within their area of expertise – in other words, with us, you will always move forward.

A culture that fosters performance and growth in one of the largest Nordic banks, offering various opportunities to evolve, develop and learn from brilliant colleagues with diverse backgrounds in a vibrant working environment.

Hybrid working model – we believe in the value of bringing people together and at the same time we embrace the freedom of flexibility.

Diversity and inclusion are a natural part of our daily work. We know that an inclusive workplace is a sustainable one. We genuinely believe that our diverse backgrounds, experiences, characteristics and traits make us stronger together. Every day we strive to find new ways to improve diversity and inclusion within our community e.g. we have signed the European Diversity Charters in the countries where we operate to show our commitment and engage with others to continue learning and improving.

If this sounds like you, get in touch!

Next steps

Submit your application no later than 30/09/2026.

For more information, you're welcome to contact either Sara Guldberg Lorentzen, Interim Head of Commercial Hub DK, sara.guldberg.lorentzen@nordea.dk or Sanne Skott Sigtenbjerggaard, Head of GBCM DK, sanne.skott@nordea.dk.

We enable dreams and aspirations for a greater good.

We build relationships. We add a personal touch to everything we do – when advising our customers, collaborating with colleagues, and meeting our potential candidates.

We learn and develop. We take pride in being experts and thinking ahead. We use our expertise to meet our customers' needs, from the simplest to the most complex. We bring a growth mindset to our work that enables us to focus on a broader perspective in our daily challenges.

We lead change. We are responsible and aware of the impact of our decisions, both for our customers and for our local and global communities. Mindful of our responsibility towards current and future generations, we have made sustainability an integrated part of our business strategy.

We are Nordea. We have a 200-year history of supporting and growing the Nordic economies and our values are deeply rooted in these open, progressive and collaborative societies. As one of the biggest employers in the Nordics, Poland and Estonia, you have excellent opportunities to evolve, develop and move forward with us.

Nordea

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Ansøgningsfrist

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