

Senior Manager – Customer Products

Lead the people. Shape the software engineering. Transform the customer experience.

About the job

At Blue Water Shipping, we are modernising our digital landscape through BlueCore, connecting our digital core with customer-facing solutions and using AI to improve how we build software and create value.

We are looking for an experienced Senior Manager to lead Customer Products within Digital Products and make it easier for customers to do business with us - from quote and booking to shipment visibility and real-time information.

About the role

You will lead around 16 employees across Digital Product teams, including Product Owners, in Esbjerg, Aarhus, Gdansk and, soon, Bangalore.

Your scope covers customer portals, booking, shipment visibility, track & trace and related digital services. You are accountable for people, delivery, operational stability and business outcomes.

Your responsibilities

- Lead, coach and develop global Digital Product teams.
- Own delivery, product performance, operational stability, budget and capacity.
- Strengthening engineering practices and AI-assisted development.
- Set product visions, roadmaps and priorities aligned with business strategy.
- Work with customers and stakeholders to create valuable, frictionless digital products.
- Build a people-first culture of trust, accountability, learning and performance.

We believe leadership is about enabling people to succeed

You are a visible, approachable leader who creates clarity, develops people and delivers results. You understand modern software engineering, think commercially, stay close to customers and are curious about how AI can improve quality, speed and value.

What you need to have

- Proven leadership experience in software engineering, digital product development or a similar technology environment.
- Strong understanding of modern software development, architecture and cloud solutions.
- Experience leading global, cross-functional teams with accountability for people and delivery.
- Experience with product management, Product Owners and agile ways of working.
- Strong stakeholder skills and a commercial, customer-centric mindset.

What we do – Together We Create Solutions

Blue Water Shipping is a global provider of logistics and supply chain solutions. Our Digital Products organisation creates commercially focused products powered by people, technology and AI.

You will join the Digital Products leadership team and help shape the next generation of customer-facing solutions.

Ready to lead the people, shape the engineering and transform the customer experience? We look forward to hearing from you.