

# Senior Business Analyst



*Location: Copenhagen, Denmark*

*Department: Project Management Office*

*Reporting to: Head of PMO*

*Contract Type: Fixed-Term, 9-12 months*

## Do you want to create memories that last a lifetime?

Tour Partner Group is a leading B2B Destination Management Company (DMC) specialising in travel experiences across the UK, Ireland, the Nordics, and the Baltics. With offices in London, Edinburgh, Dublin, and Copenhagen, we bring together over 300 destination specialists, designing unforgettable travel experiences for Groups and FIT, as well as curated MICE programmes under our dedicated brand, **Horizons by Tour Partner Group**.

At **Tour Partner Group**, we believe in responsible travel, continuously challenging ourselves to elevate our standards and ensure that every journey we create leaves a positive impact on both people and the planet.

## About the position:

We are looking for a passionate and dynamic **Senior Business Analyst** to join our team in **Copenhagen, Denmark**. In this role, you will be responsible for **transformation initiatives across the business primarily focusing on a front office migration project within a tech-driven, international organization. You'll work closely with stakeholders across multiple locations and nationalities, ensuring business alignment and delivering scalable solutions that work across regions.** You will work as part of a **collaborative, international team**, creating memories that last a lifetime for our clients and their customers.

## Your responsibilities:

As a Senior Business Analyst at Tour Partner Group, your key responsibilities will include:

- Lead business analysis efforts for a company-wide front office migration project, partnering with stakeholders from IT, Sales, Operations, Contracts and Finance
- Engage and collaborate with stakeholders across various countries, locations, and cultural backgrounds to align business process and the creation of business requirements
- Analyse and document current and future state processes, identifying gaps and opportunities that serve both group and local needs
- Translate complex business challenges into clear functional and technical requirements for development teams and vendors
- Manage communications across time zones and cultures, ensuring smooth collaboration and alignment of expectations
- Support solution design, testing, and rollout with a keen focus on scalability and local adaptability



# Senior Business Analyst



- Drive alignment across regional teams while respecting local differences in processes, compliance, and customer needs
- Contribute to enterprise-wide digital initiatives, enabling improved customer engagement, data integrity, and business performance

## Your profile: Skills & Experience

We are looking for an individual with the following skills and qualifications:

- 5+ years of experience as a Business Analyst, ideally in tech-driven and international organizations
- Proven experience working on front office migrations or implementations
- Strong ability to manage and influence diverse stakeholder groups across multiple locations
- Excellent communication skills in English (spoken and written); additional European languages are a strong advantage
- Proficiency in business and process analysis tools (e.g., JIRA, Confluence, Visio, Power BI, Excel)
- Ability to travel occasionally to meet international teams and support project delivery on the ground
- Culturally aware and adaptable communication style;
- Strong stakeholder facilitation, negotiation, and conflict resolution skills in cross-border contexts
- Experience working in both waterfall & Agile environments with distributed teams

## What we offer

At Tour Partner Group, we believe in rewarding our team members. By joining us, you will enjoy:

- **A dynamic and international work environment**, collaborating with colleagues from over **20 nationalities**.
- **A holiday increase** with years of service, up to **25 days**.
- **One volunteering day per year** to support a cause you're passionate about.
- **Annual social events** to celebrate our shared successes.
- **TPG Travel Club discounts** to explore our destinations in your free time.
- The opportunity to become a **Value Champion**, earning a **Discover-Our-Destination reward** for an exciting explorer getaway.



# Senior Business Analyst



- **A structured development programme with on-the-job training**, ensuring you reach your full potential.
- A **collaborative and supportive team culture** where every member is valued.
- Opportunities for **career progression**, moving into new roles within the company.

## Additional Information

- **High Season Period:** Please note that from **1st May – 31st August**, the workload may be heavier, and overtime may be required. Overtime is compensated as time off in lieu.
- **Work Location:** This position is based in **Copenhagen, Denmark**, with the possibility of hybrid working depending on the role.

## Our Values

At Tour Partner Group, our values guide everything we do:

- **Partnership** – We collaborate as a team to succeed and hold our colleagues and business partners in high esteem.
- **Inspiration** – We inspire confidence in others through our knowledge and expertise. We seek and embrace change.
- **Respect** – We are open to new ideas, cultures, and experiences. We value honesty and transparency.
- **Passion** – We share our love for travel and encourage others to explore our destinations. We aspire to be the difference that makes the difference.

## Our Commitment to Sustainability & ESG

- We recognise the part we play as a tourism business. We believe in the **positive force and impact** of responsible business on our collective future—one that is sustainable and contributes **not only to ourselves and our clients but also to the planet and society as a whole**.
- Internally, we have taken active steps to **reduce our environmental footprint** by limiting printing, switching to **digital business cards**, and ensuring that **business travel is only undertaken when essential**. Additionally, we encourage our employees to **give back to the community** through our **1 volunteering day per year** initiative.
- Find out more about our sustainability efforts: [Tour Partner Group ESG Policy](#)



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## How to Apply

If you're excited to be part of a team that delivers exceptional travel experiences, we'd love to hear from you!

- Please send your **CV and cover letter** to [global.recruitment@tourpartnergroup.com](mailto:global.recruitment@tourpartnergroup.com) with the subject line: **Application for Senior Business Analyst – [Your Name]**.
- If you have any questions about the role, please contact **Bianca Chiru** at [bianca.chiru@tourpartnergroup.com](mailto:bianca.chiru@tourpartnergroup.com).

We look forward to welcoming you to the Tour Partner Group team!

[www.tourpartnergroup.com](http://www.tourpartnergroup.com)

