

## Curriculum Vitae for Anne Mette Møller

### Personal information

Full name: Anne Mette Møller

Birth date: 31 August 1981

Marital status: Married, two children (b. 12 August 2011 and 10 June 2014)

Home address: Enemærket 4A, DK-2400 Copenhagen NV

Contact: [ammo.ioa@cbs.dk](mailto:ammo.ioa@cbs.dk) (work), [annemoe@gmail.com](mailto:annemoe@gmail.com) (private), +45 21625654



### Profile

I am an Associate Professor with more than 15 years of experience within and outside academia. My research focuses on how professionals and managers make public policy work in practice. This includes a continuous focus on the challenges inherent to frontline work and professional practice, the role of leadership, and the implications of frontline practices for citizens and society. I use qualitative and ethnographic methods to study professional work, public leadership, and policy implementation in action, with the ambition to develop practice-based theory from deep empirical insight. Striving to combine academic excellence with practical relevance and societal impact, I often engage directly with stakeholders through keynotes, workshops, and leadership seminars. My research is published in peer-reviewed articles in top international journals, a research monograph, a textbook, and several book chapters. I received the Inge Lehmann grant from the Independent Research Fund Denmark (DFF) in 2023 and was appointed the CBS Executive Fonden Chair of Leadership & Organization in 2024.

### Research & teaching areas

Public management & leadership, policy implementation, frontline work, professionalism, organization theory, qualitative methods. I teach and supervise on all levels, including executive education.

### Qualifications

PhD, Political Science, University of Copenhagen, 2015-2018 (Award Date: 29 Jun 2018)

MSc, Sociology, University of Copenhagen, 2007-2009 (Award Date: 23 Nov 2009)

Visiting Graduate Student, University of Wisconsin-Madison, USA, Sep-Dec 2007

BA Degree, Sociology, University of Copenhagen, 2004-2007

BA levels in Danish (no degree), University of Copenhagen, Denmark, 2001-2003

High school diploma, A-Levels: Math & English, Roskilde Katedralskole, 1997-2000

### Employment

Associate Professor, Dept. of Organization, Copenhagen Business School, Oct 2023-

Associate Professor, Dept. of Political Science, Aarhus University, Feb-Sep 2023

Assistant Professor, Dept. of Political Science, Aarhus University, Feb 2019-Jan 2023

Research Asst., Dept. of Political Science, University of Copenhagen Apr 2018-Jan 2019

PhD Fellow, Dept. of Political Science, University of Copenhagen, Feb 2015-Mar 2018

Senior Analyst, Oxford Research, Nov 2013-Jan 2015 (*team leadership, project management*)

Analyst, Oxford Research, Nov 2009-Oct 2013 (*program & policy evaluation*)

Intern / Student Assistant, Oxford Research, Feb 2008-Jun 2009 (*data collection & analysis*)

Student Asst., VIVE-The Danish Center for Social Science Research, Oct 2006-Jan 2008

Student Asst., 3F Danish United Federation of Workers' Magazine, 2004-2006

### Affiliations

CBS Leadership Center, Oct 2023-

King Frederik Center for Public Leadership/Dept. of Political Science, Aarhus Uni, Oct 2023-

VIVE-The Danish National Center for Social Science Research, Feb 2019-

## Honors

CBS Executive Fonden Chair in Leadership & Organization, CBS, 2024-2029  
Finalist, HR Researcher of the Year, NOCA, 2024

## Projects

- *Recordkeeping in Frontline Work: Balancing Bureaucratic, Professional and Relational Concerns (RECORD)*, Independent Research Fund Denmark, 3,2 million DKK, 1 Aug 2024-31 Jan 2027 (PI)
- *Skøn og magt i velfærdsstatens møde med udsatte borgere*. Magtudredningen 2.0, PI: Nanna Mik-Meyer, 2025 (participant)
- *Caseworkers' Child Protection Assessments Over Time: A Replication Study*, Tryg Fonden & VIVE, 2022-2025, PI: Tea Bengtsson (participant)
- *Re-placing interaction? How ICT influences knowledge sharing and leadership in physically dispersed public organizations (REPLACE)*. Independent Research Fund Denmark, 5.8 million DKK, 1 Feb 2019-30 Oct 2024, PI: Caroline Grøn (named postdoc/co-applicant)
- *Seed money for cross-disciplinary research project development*. Faculty of Social Sciences, University of Copenhagen, 75.172,86 DKK, Feb-Mar 2017, (participant)
- *Organizing knowledge and decision-making in street-level professional practice*. PhD scholarship (open), Dept. of Political Science, University of Copenhagen, Feb 2015-Mar 2019

## PhD education

Co-supervisor, Emilie Dyrlev, Aarhus University, Feb-Sep 2023  
PhD committee member, Rasmus Marquard Andersen, Aarhus University, Jun 2025

## Service

Study Board member, Master of Public Governance, CBS, 2024-  
Advisor to the editors of *Journal of Public Administration Research and Theory* on development of author guidance for qualitative research manuscripts, Jun-Dec 2024  
Member of Award Committee, Beryl Radin Award for Best Paper published in the *Journal of Public Administration Research and Theory* 2022, Mar-Jun 2023  
Reviewer for *VIVE*, *Swiss and Israeli National Science Foundations*, numerous scientific journals

## Editorial work

Guest editor, *Dansk Sociologi*, w/Morten Brænder, 2024  
Editorial Board, *Politik*, 2016-2019

## Conference & workshop organization

- Frontline work, street-level bureaucracy & professionalism, workshop, CBS, 3 Feb 2025, w/Vibeke Lehmann Nielsen & Kirstine Z. Pedersen
- Advancing Public Administration Research and Practice through Qualitative Studies, workshop, *Public Management Research Conference*, 26 Jun 2024, w/Lianne Visser
- Street-level bureaucracy in the 21st century, panel, *Public Management Research Conference*, 27-29 June, w/Lianne Visser
- Street-level bureaucracy research workshop, AU, 12 Dec 2023, w/Vibeke Lehmann Nielsen
- Public administration, social interaction, and spatial environment, panel, *Danish Political Science Association*, 29-30 Nov 2023, w/Marie Østergaard Møller
- New Perspectives on Frontline Work, panel, *Public Management Research Conference*, 27-31 June 2023, w/Nadine Raaphorst
- Digitalization in Public Organizations, panel, *Danish Political Science Association*, 29-30 Nov 2021, w/Kasper Trolle Elmholt
- New challenges for professionals, new standards, new work routines?, panel, *International Sociological Association: Professions & Professional Groups*, 3-6 July 2019, w/Mirko Noordegraaf & Marlot Kuiper

**Invited talks (selected)**

- Public Bureaucracy and Digital Transformation. Department of Political Science, *University of Southern Denmark*, Odense, 25 Mar 2025
- Public Bureaucracy and Digital Transformation, Depart. of Public Services Management & Organization, *King's Business School, King's College London*, 25 Nov 2024
- Den digitaliserede stat – glimt fra et forskningsprojekt. VIVE – *Det Nationale Forskningscenter for Velfærd*, 17 Jan 2024
- Research for Policy and Practice – A (Personal) Journey in Three Parts, Dept. of Political Science and Sociology, *University of Amsterdam*, 20 May 2022
- Changing Forms of Professionalism in Danish Child Protective Services – A Practice-Based Perspective, Practice Theory Seminar Series, *Aalborg University*, 23 Oct 2018
- A Routine Matter? Organizing Knowledge and Decision-Making at the Frontline of Public Services, School of Management, *University of St. Andrews*, 15 Jan 2019
- Standing in the Middle of a Paradigm Shift? Evidence-Based Practice in Danish Child Protection, Institut for Administration og Organisation, *University of Bergen*, 27 Oct 2016

**Stakeholder engagement (keynotes & seminars)**

KL, Partnerskab for Børneforskning, Dansk Socialrådgiverforening, Socialpædagogerne, Danske Regioner, Region Midt, Sygehus Lillebælt, Københavns Professionshøjskole, DEA, Socialpolitisk netværk, Københavns Kommune, Gentofte Kommune, Brøndby Kommune, Dragør Kommune, and more.

**Publications****Journal articles (peer-reviewed)**

- Møller, A. M. 2025. Inside the Digital State: Frontline Work in the Context of Digital Layering. *Journal of Public Administration Research and Theory*, 35(2), 133-147.
- Bengtson, T. T., Karmsteen, K. og Møller, A. M. 2025. Fra vilkårlige vurderinger til ensartet faglighed. Udviklingen i børne- og ungerådgiveres vurderinger, viden og tilgange i sagsarbejdet. *Økonomi & Politik*, 98(1): 28–42.
- Topholm, E. H.; Møller, A.M.; Buch, M.S., 2025. Implementering, innovation eller inkrementel forandring? En analyse af 25 kommuners oversættelse af Buurtzorg-modellen, *Politica* 57(2): 1–20.
- Møller, A.M.; Cecchini, M. 2023. Same position, different roles? How professional, organizational, and public policy logics shape frontline managers' role conceptions. *Public Management Review* 27(8): 1868–1892.
- Møller, A.M.; Grøn, C.H. 2023. Street-Level Leadership: Re-conceptualizing the Role of the Manager. *Review of Public Personnel Administration*, 44, 3: 544-565
- Møller, A. M., Pedersen, K.Z., Pors, A.S. 2022. The Bureaucratic Ethos in Street-Level Work: Revitalizing Weber's Ethics of Office. *Perspectives on Public Management and Governance*, 5(2): 151-163.
- Møller, A. M., 2022. Mobilizing Knowledge in Frontline Work: A Conceptual Framework and Empirical Exploration. *Perspectives on Public Management and Governance*, 5(1): 50-62
- Møller, A. M., 2021. Deliberation and Deliberative Organizational Routines in Frontline Decision-Making. *Journal of Public Administration Research and Theory*. 31(3): 471–488.  
\*\*Selected as 'Editor's choice' and included in the virtual special issue "Advancing Public Administration Research through Qualitative Studies"
- Holm-Petersen, C., Møller, A. M. & Sandberg Buch, M., 2021. Hijacking Institutional Logics in the Implementation of a Cancer Trial. *Journal of Professions and Organization*. 8(3): 295-310.

- Møller, A. M. & Grøn, C. H., 2021. Faglig ledelse: at lede faglighed og fællesskab for at sikre faglige skøn, begrundede prioriteringer og håndtering af følelsesmæssigt pres. *LEDERLIV – inspiration til livet som leder*.
- Møller, A. M., 2019. Explicit professionalism. A cross-level study of institutional change in the wake of evidence-based practice. *Journal of Professions and Organization*. 6(2): 179-195.
- Møller, A. M., 2017. Evidensdagsordenens metamorfoser i dansk socialpolitik. *Politik* 20(2), 68-87
- Hjelm, U. & Møller, A. M., 2016. From knowledge to action: the potentials of knowledge portals. *Nordic Social Work Research*. 6(2): 126-137.

### Book (research monograph)

Grøn, C. H. & Møller, A. M., 2024. *Public Bureaucracy and Digital Transformation: Structures, Practices and Values*. Governance and Public Management Series. Cham: Palgrave Macmillan.

### Textbook

Møller, A. M. & Harrits, G. S., 2021. *Forskningsinterview: En praktisk og metodisk introduktion*. København: Djøf Forlag.

### Book chapters

- Jacobsen, M. L., Møller, A. M. (accepted/in press). Ledelse. I: Vikkelsø, S., Kjær, P. (red.): *Klassisk og moderne organisationsteori*. Kbh.: Hans Reitzels Forlag.
- Møller, A. M.; Pedersen C. S.; Halkier, B. 2025. Indsamling af interviewdata. I: Andersen, L. B., Hansen, K. M., Cecchini, M. (red.). *Metoder i Statskundskab (Political Science Research Methods)*, 4 udg., Kbh.: Hans Reitzels Forlag.
- Harrits, G. S., Pedersen, C. S., Halkier, B. & Møller, A. M., 2020. Indsamling af interviewdata. I: Hansen, K. M., Andersen, L. B. & Hansen, S. W. (eds.). *Metoder i statskundskab*. 3. udg. Kbh.: Hans Reitzels Forlag: 180-211.
- Møller, A. M., Elvbakken, K. T. & Hansen, H. F., 2019. Using Evidence in Scandinavia. In: Boaz, A., Davies, H., Fraser, A. & Nutley, S. (eds.). *What Works Now? Evidence-Informed Policy and Practice*. Bristol: Policy Press: 321-336
- Møller, A. M., 2017. Evidens i praksis. I: Ghin, E. M., Grøn, C. H. & Bøge Kristiansen, M. (red.). *Styring og evaluering i den offentlige sektor: Festskrift til Hanne Foss Hansen*. København: Hans Reitzels Forlag: 209-234

### PhD Thesis

Møller, A. M., 2018. *Organizing knowledge and decision-making in street-level professional practice: A practice-based study of Danish child protective services*. PhD Thesis, Department of Political Science, University of Copenhagen. Frederiksberg: SL Grafik, 291 p.

\*\*PhD Committee: Peter Dahler-Larsen, Mirko Noordegraaf, Jodi Sandfort

### Other articles (non-peer reviewed)

- Møller, A. M., 2024. *Det faglige skøn i et magtperspektiv. Essay til Magtudredningen 2.0*. Aarhus: Institut for Statskundskab, Aarhus Universitet
- Brænder, M., & Møller, A. M. 2024. Krydsfeltet mellem sociologi og offentlig forvaltning. *Dansk Sociologi*, 35(2), 5-7.
- Grøn, C.H.; Møller, A. M. 2024. I et gennemdigitaliseret bureaukrati er pedellen dagens helt. *Administrativ Debat*, december 2024, p.19-21.

- Møller, A.M., 2022. Tilsyn som afsæt for organisatorisk forandring. DET GODE BØRNELIV nr. 2, årgang 4, september 2022.
- Møller, A. M. 2019. Hvordan sikrer vi, at ny viden også bliver anvendt ude hos praktikerne? *Videnskab.dk*.
- Grøn, C. H. & Møller, A. M., 2019. Faglig ledelse: Hvad er det? Og hvordan ser det ud i praksis? *Ledelse i Morgen - Tidsskrift for pædagogisk ledelse*. 23(1)
- Møller, A. M., 2017. En guidet rundtur i det brogede evalueringslandskab: Anmeldelse af Bredgaard (red.), 2016: Evaluering af offentlig politik og administration. København: Hans Reitzels Forlag, 376 sider. In: *Økonomi og Politik*. 90(2).
- Møller, A. M. & Christoffersen, S. B., 2017. Introduktion: Viden og styring. In: *Politik*. 20(2): 5-10

#### Conference papers (\*manuscript in preparation/to be submitted for publication)

- \*Monrad, M.; Møller, A. M. Beyond Gut Feelings: Epistemic Emotions in Frontline Work, Danish Political Science Association Annual Meeting, Nyborg, 24-25 November 2025
- \*Visser, E. L.; Møller, A. M. Narrative Accountability in Street-Level Leadership: Frontline Managers as Mediators. European Group for Public Administration Annual Conference (EGPA), Glasgow, 26-29 August 2025
- \*Møller, A. M., Pedersen, K. Z. Street-level bureaucracy research and the citizen as client and public officeholder, European Group for Public Administration Annual Conference (EGPA), Glasgow, 26-29 August 2025
- \*Møller, A. M. Re-placing interaction? How digital technologies shape knowledge sharing and collaborative problem-solving in physically dispersed street-level organizations, Public Management Research Conference, University of Washington, Seattle, US, 26-29 June 2024
- \*Møller, A. M., Topholm, E.H.E., Buch, M.S., Kjellberg, P. Interpretation in Policy Implementation: Translation of a new organizational model for elder care, Danish Political Science Association Annual Conference, Nov 2023
- \*Røhl, U. B., Møller, A.M., Everyday Life in Digital Government: The Changing Nature of Frontline Managerial Work, Workshop on digital public administration, University of Southern Denmark, Oct 2024
- Møller, A. M. Inside the Digital State: Street-level Bureaucrats as Guardians of Transparency, Equity, and Trustworthiness, Public Management Research Conference (PMRC), Utrecht University, 27-30 June 2023
- Møller, A. M. Re-placing interaction? How ICTs enable and constrain knowledge sharing among frontline workers in physically dispersed organizations, European Group for Public Administration Annual Conference (EGPA), Lisbon, 7-9 Sep 2022
- Cecchini, M. & Møller, A. M. Making sense of frontline leadership: How first-line supervisors construct their role, relations and responsibilities, European Group for Public Administration Annual Conference (EGPA), online, 8-10 Sep 2021
- Møller, A. M. & Wadmann, S. Making Digitalization Work: Changing Epistemic Practices in Social and Psychiatric Care, Annual meeting of the Danish Political Science Association (DPSA), Vejle, 28-29 Oct 2021
- Møller, A.M. Collective decision-making and deliberative routines in the organizational backstage, European Group for Public Administration Annual Conference (EGPA) 2019, Queen's University, Belfast, UK, 9-13 Sep 2019

- Møller, A. M. "Nobody here makes decisions on their own": Collective decision-making and deliberative routines at the frontline of public services, International Sociological Association Research Committee 52: Sociology of Professions & Professional Groups, Interim Meeting, University of Florence, Italy, 3-6 Jul 2019
- Møller, A. M. Interpretation and translation in policy implementation, Public Management Research Conference (PMRC), University of North Carolina, US, 11-14 June 2019
- Møller, A. M., Grøn, C. H. & Winsløw, M. A., Observing digitalized interaction in (public) organizational contexts: Methodological, practical and ethical considerations, Organizational Knowledge, Learning & Capabilities Conference (OLKC), Brighton, UK, 25-26 April 2019
- Møller, A. M. From evidence-based practice to explicit professionalism: Theorizing new forms of professionalism in the field of Danish child protective services, European Group for Public Administration Annual Conference (EGPA), University of Lausanne, Switzerland, 9-13 Sep 2018
- Møller, A. M. Organizing discretion, Ethnography into Public Sector Transformation Network Meeting, Aarhus, Denmark, 18-19 Apr 2018
- Møller, A. M. Organizational routines as (contested) venues for enacting professional discretion, European Group for Organization Studies (EGOS), 33<sup>rd</sup> Colloquium, Copenhagen Business School, Denmark, 6-8 Jul 2017
- Møller, A. M. Collective discretion. Organizational routines as manifestations of (changing) professional norms, International Sociological Association Research Committee 52: Sociology of Professions & Professional Groups, Interim Meeting, 2017, Oslo and Akershus University College, Oslo, Norway, 8-10 Jun 2017
- Møller, A. M. Organizing discretion. Explicit professionalism and deliberative organizational routines in public service delivery, The 9<sup>th</sup> International Symposium on Process Organization Studies (PROS), Helona Resort, Kos, Greece, 21-24 Jun 2017
- Møller, A. M. Changing beliefs - changing policies? Translations of evidence-based practice in Danish social services, European Group for Public Administration Annual Conference (EGPA) 2016, Utrecht, The Netherlands

#### **Policy evaluation reports (as project manager / core team member)**

- Evaluering af indsats for forældresamarbejde (Evaluation of intervention to support parental collaboration in schools)  
Oxford Research (2014), produced for The Danish Crime Prevention Council
- Evaluering af Fri for Mobberi (Evaluation of the Crown Princess Mary Foundation's "Free from Bullying" program)  
Oxford Research (2013), produced for The Crown Princess Mary Foundation
- Systematisk kortlægning af metoder, der ser ud til at styrke børn og unges selvkontrol (Systematic review of methods that appear to strengthen self control in children and youth)  
Oxford Research (2013), produced for The Danish Crime Prevention Council, external review by Professor Terje Ogden, Atferdssenteret, Norge
- Slutevaluering af Mangfoldigt Foreningsdanmark: initiativ 1, 3 og 6 (Final Evaluation of three initiatives in the Policy Program "Diversity in Danish Volunteer Associations") – three reports  
Oxford Research (2013), produced for the Ministry for Social Affairs and Integration
- Evaluering af Vidensportalen om udsatte børn og unge (Evaluation of a web-based knowledge portal on children and youth in vulnerable positions)  
Oxford Research og KORA (2012), produced for The National Board of Social Services, external review by Professor Hanne Foss Hansen, University of Copenhagen

- Evaluering af Masteruddannelsen i udsatte børn og unge (Evaluation of the Master's Program for Professionals Working with Vulnerable Children and Youth)  
Oxford Research (2012), produced for The National Board of Social Services
- Evaluering af Børns Vilkårs bisidderkorps (Evaluation of Children's Welfare's corps of co-sitters)  
Oxford Research (2012), produced for Children's Welfare (Børns Vilkår)
- Brugerundersøgelse af digital tinglysning 2010 (User Evaluation of the Digital Land Registry)  
Oxford Research (2010), produced for The Danish Court Administration
- Brugerundersøgelse af Danmarks Domstole 2009 (User Evaluation of the Courts of Denmark)  
Oxford Research (2010), Produced for The Danish Court Administration
- Evaluering af Forsøg med Fritidspas for udsatte børn og unge (Evaluation of the Pilot Policy Program "Free Access to Sports and Spare Time Activities for Children and Youth at Risk")  
Oxford Research (2009), produced for The National Board of Social Services