

## the power to settle financial complaints ...



Financial  
**Ombudsman**  
Service

The Financial Ombudsman Service is the independent service set up by law to settle individual disputes between consumers and businesses that provide financial services. We can look at disputes about a wide range of financial matters – from insurance and mortgages to investments and credit – and last year we resolved over 165,000 individual complaints.

### **we're currently recruiting consumer consultants and adjudicators ...**

Both roles require a strong commitment to our values as an organisation. You'll be passionate about providing good customer service and helping to ensure a fair outcome to financial complaints. You'll also have first-rate communication skills.

As one of our **consumer consultants**, you'll be the first point of contact for many of our customers, providing them with detailed information and guidance. You'll spend much of your time on the phone but you'll also be confident dealing with written enquiries.

As an **adjudicator**, you'll manage a varied caseload of financial disputes – carefully examining the facts in each individual case and liaising closely with the consumer and business concerned. You'll then weigh up all the evidence and use your judgement to reach a conclusion that's independent and fair.

To find out more about these vacancies, as well as the high level of training we provide and the outstanding opportunities for career development, visit [www.financial-ombudsman.org.uk/careers](http://www.financial-ombudsman.org.uk/careers)

*Committed to diversity and equality*