



position specification
team manager
financial ombudsman service

private and confidential

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position specification

background

The Financial Ombudsman Service (the service), based in London's Docklands, was created under the *Financial Services and Markets Act 2000* to act as an **alternative to the courts to resolve individual disputes between consumers and financial services businesses in a fair, reasonable, quick and informal manner**. It was formed by the merger of eight independent ombudsman and complaints-handling schemes, including the Banking, Building Societies, Insurance and Personal Investment Authority ombudsmen.

In its first year (2000-01) 31,350 new cases were received. This year we expect to settle 200,000 consumer complaints and currently resolve 3,500 financial services disputes each week with a budget of £100m. The total number of staff has increased from 320 to approximately 1,600.

Firms authorised by the Financial Services Authority (FSA) and businesses with a standard consumer-credit licence issued by the Office of Fair Trading (OFT) are subject to the compulsory jurisdiction of the service. Other firms may apply to join its voluntary jurisdiction. The compulsory jurisdiction was widened to include mortgage intermediaries from October 2004, insurance intermediaries from January 2005 and complaints arising under the *Consumer Credit Act* from April 2006.

structure

The service is headed by the chief ombudsman, Natalie Ceeney, who is also the chief executive of the service. She leads the executive team and is accountable to the board for the performance of the organisation as a whole. There are two principal ombudsmen reporting to the chief ombudsman; one of whom, the decisions director, oversees a panel of 63 ombudsmen. The other principal ombudsman is responsible for corporate policy, legislation and jurisdiction. There are five lead ombudsmen who report to the decisions director, and who specialise in a range of sectors including banking/credit, insurance, investment/mortgages and endowments.

The operational structure is based on two case handling units each of which consists of a number of mixed teams of adjudicators dealing with banking, insurance and investment complaints. In addition, there is a separate customer contact division (which deals with all enquiries and new complaints), an early resolution and administrative unit and a range of support services.

aims and values

The service aims to resolve individual disputes between consumers and businesses offering financial services - fairly, reasonably, quickly and informally. Our internal values help guide how we deliver these aims:

- we do the right thing
- we treat our customers well and respect their needs
- we do what we say we'll do
- we're inquisitive and build everyone's knowledge

Further information about the service, including funding and details of governance and structure, can be found at <http://www.financial-ombudsman.org.uk>

the role

To lead and develop a team of case-handling staff (either in-house or contingent) and to deliver a balanced scorecard of people, customer, quality, risk and value for money performance objectives.

position specification

The team manager will:

- produce objectives for all team members, aligned to the objectives of the Service, ensuring regular review of performance, as a minimum six monthly
- carry out regular, documented one to one meetings with all team members and conduct annual appraisals
- act as a role model to team members, inspiring, engaging and motivating them and to create an environment where people feel respected, valued and want to work
- alongside ombudsmen and other subject experts, provide support, coaching and guidance to case handlers on technical issues and other case specific issues.
- ensure that all their team members have the professional expertise to handle cases effectively
- develop a personal development culture within their casework team
- support a culture of inclusivity within teams respecting people's differences and providing the support for team members to be the best they can be
- ensure that complaint handling skills are developed in their team and that key trends and root cause issues are identified and addressed. Ensure knowledge on complaint issues is shared across the organisation
- lead the improvement of quality in case handling across their team, working with colleagues from across the organisation including quality assurance, ombudsmen
- carry out regular quality assurance reviews of their team members and cases to ensure that the professional and service standards of the Service are being met
- where appropriate, lead the induction and development of new case handling staff ensuring that they are able to operate to the required standards within agreed timescales
- ensure that personal knowledge and skills in respect of case handling and specific subject matter expertise is maintained to enable effective coaching, support and performance management of case handlers
- support projects and new initiatives across operations
- work with ombudsmen in appropriate area to foster effective case handling and working relationships with the ombudsman team
- act as the first escalation point for complaints about our service, before complaints are referred to the head of casework teams
- build and maintain relationships with key external and internal stakeholders and working towards the 'corporate good'
- conduct a range of formal meetings, e.g. disciplinary, grievance, recruitment etc, as required
- deputise for the head of casework teams, as appropriate
- any other duties that may be reasonably allocated from time to time.

candidate profile

The key competencies for this role are

- customer focus and quality (level 3)
- impact and influence (level 2)
- leadership (level 2)
- planning and organisation (level 3)
- problem solving and decision making (level 3)

- results focused (level 3)

knowledge and qualifications

- excellent working knowledge of the Financial Ombudsman Service case handling process to ensure cases are handled correctly
- good knowledge of specific case handling areas to support their leadership of case handling staff

experience

- proven experience of inspiring, leading, motivating and managing a team within the financial services sector
- experience of coaching and developing people to improve personal and team performance

personal qualities

- strong and visible leadership
- able to manage performance across poor, average and high performers
- stretches performance expectations of their teams
- aware of the external environment in which the Service operates
- resilient in the face of challenge
- committed to quality
- ability to work under pressure

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selection and recruitment process

The Financial Ombudsman Service has appointed ATC recruitment to manage the recruitment process.

indicative timetable

Date	Action
Evening Standard advertisement	21 June 2011
Short listing process	5 July – 21 July 2011 (candidates must be available during this time to complete an SHL verbal reasoning test and a case study and interview with ATC if selected) (please note the pass mark for the SHL verbal reasoning test is 50 th percentile – this must be achieved to move forward with your application)
Final shortlist presented to the Financial Ombudsman Service	22 July 2011
Final Interviews	27 July – 8 August 2011 (candidates selected from the final shortlist must be available for interview from 27 July – 8 August)

application instructions for external candidates

Please submit your CV, application form and equal opportunities form to:

lucy.shave@atcrec.com

ryan.bradley@atcrec.com

Documentation should include the following:

- a CV with educational and professional qualifications and full employment history.
- a completed application form
- a completed equal opportunities form. This form will not be disclosed to anyone involved in assessing your application.

For further details or an informal discussion contact:

lucy.shave@atcrec.com – 020 7025 0213 or

ryan.bradley@atcrec.com – 020 7025 0248.