

**job title:**  
adjudicator

**reports to:**  
team manager - casework

**location:**  
South Quay Plaza, London E14

**job purpose:**  
to work as part of a team to assess and resolve disputes between consumers and financial businesses fairly, efficiently and in accordance with the Financial Ombudsman Service business aims, objectives and values

**main tasks and accountabilities:**

- resolve cases at the earliest opportunity, using the most appropriate means, in accordance with the Financial Ombudsman Service processes, rules and guidance
- consistently achieve objectives set across a broad range of metrics - including quality, operational and financial
- provide excellent customer service through living our aims and values
- actively manage personal caseload, support the caseload of the team and contribute to the achievement of team objectives
- develop and maintain a detailed understanding of general case-handling techniques and technical knowledge across all areas of financial products and services
- support a culture of inclusivity with the team and the organisation, respecting people's differences
- work within a team to identify and share areas of best practice and knowledge
- act as an ambassador to the Service
- any other duties that may reasonably be allocated from time to time

## candidate profile

**knowledge and qualifications:**

- qualification to degree level is desirable but not essential
- proficient in Microsoft Office

**experience:**

- proven experience providing excellent customer service is essential, preferably including complaints-handling experience dealing with the public and firms
- proven experience in the interpretation and analysis of complex written material, as well as clear written and verbal communication of conclusions
- experience in demonstrating clear and effective telephone skills when dealing with customers

**personal qualities:**

- ability to work as part of a team
- ability to interpret and analyse large volumes of written material and make balanced and well-reasoned decisions
- adopts a pragmatic approach, using common sense to resolve queries
- ability to demonstrate empathy and understanding of customer needs both verbally and in written communication
- adapts to changes in priorities
- ability to work under pressure to meet deadlines
- commitment to providing excellent customer service
- positive can-do attitude

**competencies:**

- customer focus and quality - level 2
- communication - level 2
- planning and organising - level 2
- building relationships - level 2
- adaptability - level 1
- problem solving and decision making - level 1
- results focus - level 1
- professional expertise - level 1

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