



Financial  
Ombudsman  
Service



# Chairman, Financial Ombudsman Service

**Circa 2 days per week; £75,000 per annum – Central London**

The Financial Ombudsman Service is the independent statutory service for settling individual disputes between businesses providing financial services, and their customers. It plays a key role in enhancing consumer protection and confidence in financial markets. In 2010/11 the ombudsman service received over 200,000 complaints, and its turnover was circa £116m. The Service is governed by a non-executive board whose role is to set overall strategy and ensure that it is able to carry out its work effectively and independently.

Appointed by the Financial Services Authority, the Chairman of the Financial Ombudsman Service is responsible for the leadership of the board, ensuring its effectiveness and setting its agenda. He/she will support board members in performing and contributing fully, and will lead them in setting a clear strategic direction for the Service, with strong plans in place for its successful delivery. As well as managing and supporting the Chief Ombudsman/Chief Executive in the leadership of the Financial Ombudsman Service, the Chairman will act as an ambassador for the Service, promoting its values and ensuring effective communication channels with its key stakeholders.

The Chairman must have a board-level leadership track record within an organisation of equivalent size and complexity to the Service, with prior experience as a non-executive director on at least a similar scale. He/she will be used to working in a professional services environment, and will have a good appreciation of how organisations meet customer needs effectively. Resilience, strong leadership and chairing skills are essential characteristics. The successful candidate should be confident, intellectually strong, politically astute, and have excellent business acumen.

For further information about the role and how to apply, please visit [www.rresponses.com](http://www.rresponses.com)  
or telephone +44 (0) 20 7830 8052 for assistance.

**Closing date: Friday 27 May 2011**

**RUSSELL REYNOLDS ASSOCIATES**