

# ombudsman

**£64,153 and benefits – London Docklands**

*3-year fixed-term contract*



Financial  
**Ombudsman**  
Service

**Resolving 3,500 financial services disputes each week, with 1,500 staff and a budget of £100 million, we're a statutory not-for-profit organisation with a passion for fairness ...**

This year we're expecting to settle up to 200,000 consumer complaints – with our remit now extended to cover virtually every aspect of personal finance, from hire purchase and insurance broking to spread-betting and e-money.

To respond to the levels of demand, we are looking to increase the number of our ombudsmen. This challenging role focuses on reaching fair, efficient and robust decisions at the final stage of our dispute-resolution procedure.

Successful applicants will have wide-ranging knowledge and experience of at least one of the following: retail financial services, the law, dispute resolution, regulation or professional services. Customer service or complaints-handling experience are highly advantageous. Applicants must also be able to demonstrate strong analytical skills and the ability to communicate clearly and succinctly.

Please send your CV, application form and equal opportunities form to [ombudsman@talentpartnersintl.com](mailto:ombudsman@talentpartnersintl.com) (forms available by emailing [ombudsman@talentpartnersintl.com](mailto:ombudsman@talentpartnersintl.com) or phoning 020 7025 0218). For more details visit [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) or contact 020 7025 0218.

*Closing date Monday 28 March 2011*

**... the power to settle financial complaints**

*Committed to diversity and equality*