

ombudsman

competitive salary + benefits
London – docklands



Financial
Ombudsman
Service

The Financial Ombudsman Service is the independent statutory organisation that settles individual disputes between businesses providing financial services and their customers. The service plays a key role in enhancing consumer protection and confidence in the financial services sector.

The Service's caseload has increased significantly with recent record levels of complaints and we expect to resolve 165,000 disputes in the current year. Next year we anticipate that we will deal with over 800,000 enquiries and investigate around 200,000 cases. To respond to the levels of demand, we are looking to increase our panel of ombudsmen.

This challenging role involves: reaching final decisions on cases where previous attempts at conciliation have failed, consulting with lead ombudsmen on sensitive decisions or those with wider implications, contributing to our knowledge and information work and assisting with training.

Successful applicants will have knowledge of at least one of the following: retail financial services, the law, dispute resolution, regulation, professional services or consumer issues. They must demonstrate effective communication skills including the ability to influence and negotiate at all levels. Applicants will also have strong analytical skills and the ability to make decisions that are fair and reasonable.

Please send CV to ombudsman@talentpartnersintl.com
For further details call 020 7025 0243
www.financial-ombudsman.org.uk

The closing date for applications is Friday 5 February.

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