

# we're planning for our next decade ...

**Resolving 3,500 consumer disputes each week, with 1,500 staff and a budget of £100m, we're a statutory not-for-profit organisation with a commercial focus, professional rigour and a passion for fairness ...**



Financial  
**Ombudsman**  
Service

This year marked the tenth anniversary of the Financial Ombudsman Service. Set up by law ten years ago, to handle an annual caseload of 25,000 disputes, we're now expecting to deal with up to 200,000 cases this year – with our remit extended to cover complaints about virtually every aspect of personal finance, from hire purchase and insurance broking to spread-betting and e-money.

The substantial rise in the volume of cases referred to us means we now operate on a very different scale. This high-volume of operations looks set to continue, as we develop to meet the rapidly-changing needs and expectations of our increasingly diverse customers.

Our recently-appointed chief ombudsman and chief executive, Natalie Ceeney, is planning ahead for the challenges of the next decade, with a re-structured senior team in place.

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

## **director of finance and performance**

To complete the senior team, we are looking for a high-calibre director of finance and performance – responsible for ensuring, strategically and operationally, that:

- the organisation is managed effectively, with the right financial stewardship;
- we are appropriately managing our risks;
- we are engaging effectively at senior levels with our key stakeholders.

For details about this London-based, six-figure-salary role – and information about how the Financial Ombudsman Service underpins consumer confidence in financial services – take a look at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk). Or visit [www.rraresponses.com](http://www.rraresponses.com) at **Russell Reynolds Associates** (020 7830 8052), who are helping us recruit the most outstanding person for this job.

- closing date Monday 15 November 2010.

*Committed to diversity and equality.*