

non-executive directors

approx 2 days/month

£21,000 – London Docklands



**Financial
Ombudsman
Service**

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 2009/10 the ombudsman service resolved over 165,000 complaints with a budget of around £100m. The service is governed by a non-executive board. The board's role is to ensure the service is able to carry out its work effectively and independently. The chief executive/chief ombudsman is responsible for the ombudsmen and adjudicators who handle individual complaints.

the role

- contribute to the overall strategy and direction of the ombudsman service
- scrutinise the performance of the service in meeting its goals and objectives
- ensure that the service is able to continue to operate independently and without outside influence in making its decisions
- act as ambassador for the service

the candidate

- experience of strategic decision-making and board level governance
- background in, or an understanding of, one or more of the following: law and the wider judicial system, audit and accountancy, customer insight and marketing, central government and public policy
- commitment to the ethos, values and independence of the service

... the power to settle financial complaints

Committed to diversity and equality

For more details about this role and information about the service – please go to www.financial-ombudsman.org.uk or visit www.rraresponses.com at Russell Reynolds Associates (020 7830 8052)

Closing date: 11 October 2010

Interviews will be held on 22 and 26 November in London

RUSSELL REYNOLDS ASSOCIATES