



Help us strike the right balance.

## **Board Members - Financial Ombudsman Service**

**24 day minimum commitment, £14,000 + expenses**

**Canary Wharf, London**

The Financial Ombudsman Service is an organisation with a mission. To help resolve disputes between consumers and regulated financial services firms.

Now we need your input for at least 24 days a year supporting every aspect of our vital work. Your imagination, passion and drive will enable us to deal with a steadily increasing workload of almost 100,000 complaints per year - dealing with financial services from mortgages and investments to banking and pensions. Your role will be to challenge and champion the Service, leading it to new levels of achievement and clearly demonstrating the value it provides.

Equally importantly, you will ensure operational effectiveness, make far-reaching strategic decisions, manage high-level relations with stakeholders, including Parliament and the media, and set the annual budget - so it's an exceptional challenge. Initially you will take on a four-year contract, which may be extended for a further two years.

Highly credible and plausible, you will join us with a proven track record in commercial leadership and the ability to build effective relationships. With a fair and considered approach to decision-making, it goes without saying that you'll require Board level experience, which could have been gained from a variety of backgrounds including consumer policy, customer service, small business or financial services.

To apply for these roles please send your CV with a covering letter, to our retained consultants at JWT Specialized Communications, by email: [fos@jwtworks.co.uk](mailto:fos@jwtworks.co.uk) or by post to JWT Specialized Communications, Sovereign Gate, 18-20 Kew Road, Richmond, Surrey TW9 2NA, quoting reference: 3540. The closing date for applications is Friday 1st October 2004 and interviews will be held in the last two weeks of November. These posts will commence from February 2005.

