



legal counsel

reporting to – head of legal practice

working hours – full time is 35 hours a week. You'll agree your working pattern with your manager.

the purpose of your role

You'll be a member of our in-house legal and jurisdiction team who manage, mitigate and monitor legal and jurisdiction risks to us as we carry out the things we're legally prescribed to do in sorting out a wide range of financial services problems for our customers – both consumers and businesses.

You'll provide clear, tailored advice on a wide range of legal, jurisdiction and rules issues – this includes public law, financial services law and regulation, litigation, contracts, information law, procurement, policy, corporate and project work. You'll deliver legal advice to internal clients, and advise and act for us if we're challenged through the courts, protecting our reputation. You'll maintain up to date knowledge and understanding of relevant legal, regulatory and policy issues that currently, or could potentially, affect us. And you'll use your experience as a lawyer to deliver a trusted and efficient service to internal clients, providing sound legal advice and guidance particularly on challenging problems which could potentially help shape our approach on particular types of issues, and guide the research undertaken by our paralegals, where needed.

You'll proactively build collaborative relationships internally, and liaise with external contacts as required. You'll support less experienced members of your team in developing and learning from both the legal advice we provide and the more complicated legal and jurisdiction queries we receive. You'll tailor the legal help you provide to a range of clients in the right way at the right time to help us provide an efficient, relevant and sustainable service which also demonstrates value for money. In addition you'll contribute to the design and delivery of training, and update knowledge tools to ensure relevant legal and jurisdiction knowledge is appropriately shared and accessible across the organisation.

how we'll measure your success

- your contribution to meeting or exceeding your team's objectives and our commitments – delivering fair, accurate and appropriate advice quickly and with appropriate formality
- your understanding of what internal clients want and need and showing how the legal and jurisdiction advice and guidance you provide has made a real difference
- feedback from clients, colleagues, and your manager – including general counsel
- how you've built your knowledge and the appropriate help, training and support you've given your colleagues and team
- how you've demonstrated the behaviours we expect of everyone every day



Financial

**Ombudsman
Service**

you're accountable for...

our customers - our people - our reach - our service

- taking personal responsibility for delivering on your team's objectives in line with our values – and working collectively to contribute to the commitments we've made as an organisation, helping our service to remain relevant and accessible
- planning with flexibility in a busy team where priorities can and will change – to efficiently provide accurate trusted advice to sort out legal matters quickly and fairly – anticipating and mitigating against risks and issues, caring about the resources you use
- meeting, and consulting, with internal clients – building relationships to help you fully understand their needs and advise on our recommended approach on legal matters
- instructing external barristers if required, keeping senior leaders informed as appropriate
- leading on a wide range of legal and jurisdiction queries and helping paralegals get to the root cause of problems, research and interpret relevant legislation and challenge any barriers – for example by mentoring when required
- interpreting legal principles and explaining legal and jurisdiction matters in a straightforward, friendly and human way so that everyone understands and can move forward
- keeping your legal knowledge up to date to enable you to make recommendations, and critically, knowing when you need to escalate issues to others for help and guidance
- checking, and sometimes drafting, correspondence, such as pre-action responses
- developing and delivering appropriate training, passing on learning from legal and jurisdiction matters to continually strengthen our knowledge, skills and capability and meet our obligations under the law
- noticing and sharing insight and themes from the work you do with the head of legal practice and general counsel – to keep them up to date and identify priorities
- helping to improve the legal service you provide to internal clients by identifying and implementing practical and cost effective improvements
- delivering a fair and efficient service that reflects the diversity of our customers and our people

your experience includes...

- being qualified as a solicitor or barrister in England and Wales, or in an equivalent jurisdiction, with a good understanding of the legislative process
- having post qualification experience of at least one of the following – financial services law and regulation, public law, contracts and procurement, judicial review, data protection and information law
- showing a well developed ability to proactively solve problems, question, reason and analyse, enabling you to understand the wider situation, get to the heart of problems and find solutions which are supported by the law



Financial
Ombudsman
Service

- analysing and interpreting the law, legislation and regulation
- an understanding of how external legal developments might impact us
- providing training, coaching and mentoring people
- prioritising and organising your own workload with pace and flexibility to meet deadlines – reprioritising wherever needed
- building strong relationships and sharing knowledge with a range of stakeholders
- playing a role in continuous service improvement to stay relevant and accessible
- influencing, negotiating and persuading – demonstrating tact and diplomacy
- listening carefully and asking the right questions to get to the heart of the problem – being empathetic and mindful of what situations mean, and feel like, for all the people involved
- translating legal matters into everyday language in a meaningful way for a variety of audiences
- being pragmatic, resilient and motivated to do the right thing at the right time
- being a team player with the credibility and confidence to appropriately share knowledge and inspire colleagues



we are the ombudsman ...

We use our professionalism, knowledge and experience to guide all our actions and decisions. This means we're proud to:

make fair decisions that *feel/fair*

- we listen to understand so we can get to the heart of a problem and show we care
- we take personal responsibility to get things done with practicality and efficiency
- we understand that all our actions and decisions need to make sense and be trusted

put people first

- we use our tone – which helps us look, feel and sound human, thoughtful and balanced – carefully and consistently in everything we do
- we recognise everyone's different and tailor how we work to take individual needs into account
- we want to know and care about the world around us, because it's vital we stay relevant and accessible

make things better

- we're proud and enthusiastic about making a positive difference through our work
- we have the knowledge and confidence to challenge things that don't feel fair
- we're flexible and resilient – adapting quickly to change and keeping up the momentum

provide value

- we understand the value of our knowledge and share it to help others as well as learn from our own experiences
- we value teamwork and the contributions others make, and together we improve things that aren't working as well as they could
- we have a budget and commitments to meet – so we care about the resources we use and the money we spend