

policy and communications coordinator



Financial
Ombudsman
Service

reporting to – policy and communications manager
media, government and regulation, stakeholder team

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

the purpose of your role

Helping the ombudsman service have relevant and meaningful relationships, both internally and with the people and organisations who have an interest in what we do – sharing what we're seeing and hearing to ensure we build the best ombudsman service in the world.

The stakeholder team manage the ombudsman service's strategic relationships and communications – both internal and external. We work particularly closely with the chief executive and chief ombudsman, as well as other senior leaders, to support their strategic engagement.

Your role will be focused on a core area of that work – our external relations with the media, government and regulators. But you'll need to work across the stakeholder team, sometimes on particular projects, to keep things joined up with our internal and corporate communications as well as with our engagement with financial businesses, consumer organisations, and charities.

From organising events to picking up calls from journalists to acknowledging sensitive communications from our stakeholders, you'll give a great first impression and provide first class administrative support. You'll help keep things ticking over by tracking and following up what the stakeholder team has been up to. This includes helping us retain our “corporate memory” and meeting our legal obligations.

You'll provide support to our advisers, managers and senior leaders – helping us deliver on our organisation's wider objectives and build a reputation and brand which reflects our values.

how we'll measure your success

- your performance against your objectives, which you'll agree with your manager
- your ability to work flexibly across the stakeholder team
- feedback from stakeholders, your team, colleagues and your manager
- the ways you extend your knowledge – and how you share what you know
- how you demonstrate the behaviours we expect of everyone working here every day

you're accountable for...

our service - our customers - our reach - our impact - our people

- providing logistical support for a variety of meetings and events – liaising with suppliers and colleagues, managing bookings, keeping track of finances and helping with any other administration
- prioritising and organising a varied workload, while maintaining accurate records and making sure we're responding quickly and efficiently to enquiries from stakeholders – including those addressed to our chief executive and chairman
- taking an interest in the context and wider environment in which we operate – as well as helping us find out how people feel about us more generally
- communicating in a clear, balanced and thoughtful way – over the phone, online, in writing, and in person – using the right channel to engage with people
- embracing the wide ranging work of the stakeholder team
- caring about the confidential and personal data you'll be handling and treating information like this with discretion and sensitivity

your experience includes...

- planning, organising and prioritising in a busy and changing environment – caring about achieving results as a team while being flexible
- building strong and lasting relationships by listening to, understanding and empathising with others
- communicating in a straightforward and approachable way with people at all levels, being diplomatic and showing that you understand the situation
- being personally accountable for getting the detail right, while still seeing the bigger picture
- having worked in an administrative or events management role, supporting a busy team

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