

chief ombudsman

substantial six figure salary

London Docklands



The Financial Ombudsman Service is the independent statutory organisation that settles individual disputes between businesses providing financial services and their customers. The service plays a key role in enhancing consumer protection and confidence in the financial services sector. It employs 1,300 staff and has a budget of £92m. In the current year, it expects to handle 975,000 enquiries and resolve 150,000 individual disputes. The most recent trend has been one of significant expansion in levels of complaints activity, partly arising from the effects of the current economic climate. This presents continued challenges to ensure that the organisation meets its demanding performance targets.

Answerable to the non-executive board of directors, the chief ombudsman provides leadership and direction to the organisation, developing the strategy to ensure the successful achievement of the service's aims. This will involve reviewing the business model, as well as ensuring that the appropriate resources, systems and procedures are in place to maintain the quality and consistency of case-handling and to meet the increasing demands of a growing and changing caseload. The chief ombudsman is the main external face of the service, working with stakeholders such as regulators (including the FSA and the OFT), consumer groups and government, as well as the financial services industry.

Candidates should have first-class leadership skills, ideally gained in a challenging, consumer-focused environment characterised by growth and change. The ability to operate credibly at board level must be combined with sensitivity to a complex environment. Sound operational management ability will ideally be balanced by a track record of innovation. Legal knowledge and/or familiarity with a quasi-judicial sector would be helpful, but is not mandatory. Backgrounds could include the civil service, regulation, the wider public sector, and the financial services and professional services sectors.

Further information can be found at www.financial-ombudsman.org.uk

For further information about the role, please visit www.rrapublicsector.com

Applications, including a full CV, supporting statement and monitoring questionnaire, should be sent by email to publicsectorresponses@russellreynolds.com quoting reference 0908-023L or to Russell Reynolds Associates, 24 St James's Square, London SW1Y 4HZ or telephone +44 (0) 20 7830 8052 for assistance.

Closing date: Monday, 12 October 2009

RUSSELL REYNOLDS ASSOCIATES