

# Lead Ombudsman- Head of Practice



**London**

**Six Figure Salary**

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 2007-08 the Service resolved 92,000 complaints. Its total income was £55.5 million. A recent independent external review looked at accessibility and transparency of the Service and one of its recommendations is putting into the public domain more information on decisions and the principles developed. The new role of Lead Ombudsman-Head of Practice is designed to ensure that decisions are well understood and communicated to stakeholders. The post will report to the Principal Ombudsman.

## **The Role:**

- Analyse and develop the approach to the changing complaint caseload encountered by the Service.
- Produce and disseminate statements of approach and develop a fully researched public digest of decisions across the financial services sectors.
- Support the efficiency and quality of casework handling and represent the Service to external stakeholders.

## **The Candidate:**

- Educated at least to degree level, ideally with a relevant professional qualification.
- Experience likely to have been gained in legal services, dispute resolution, regulation, public or academic bodies or in the wider financial services industry.
- Sound and robust judgement, strong analytical ability, excellent written and oral communication skills and with commitment to integrity and fairness.

A candidate brief, containing full application details, can be downloaded from our website [www.odgers.com/25472](http://www.odgers.com/25472) or requested by telephone, quoting reference AWA/25472ST

For information about the ombudsman service visit [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) Closing date: 13th October, 2008



**ODGERS RAY & BERNDTSON**

Executive Search

11 Hanover Square,  
London W1S 1JJ  
t 0845 1309005

[www.odgers.com](http://www.odgers.com)