

ombudsman

circa £64k and benefits – London Docklands



Financial
Ombudsman
Service

Resolving 3,500 financial services disputes each week, with 1,600 staff and a budget of £100m, we're a statutory not-for-profit organisation with a commercial focus, professional rigour and a passion for fairness ...

This year we're expecting to settle a record 200,000 consumer complaints – with our remit now extended to cover virtually every aspect of personal finance, from hire purchase and insurance broking to spread-betting and e-money.

To respond to the levels of demand, we are looking to increase our panel of ombudsmen. This challenging role focuses on reaching fair, efficient and robust final decisions in key areas of casework where previous attempts at conciliation have failed.

Successful applicants from the public, private or not for profit sectors will probably have knowledge and experience of at least one of the following: the law, dispute resolution, regulation, government, professional services or retail financial services. Evidence of customer services focus, and working in roles requiring strong analytical skills are highly advantageous. But whatever your background we will be looking for people who share our passion for fairness.

Please send CV, application form and equal opportunities form to ombudsman@talentpartnersintl.com
Application and equal opportunities form can be downloaded from www.talentpartnersintl.com/en_uk
For more details visit www.financial-ombudsman.org.uk or contact 020 7025 0218
Closing date for applications is Monday 19 July 2010.

... the power to settle financial complaints

Committed to diversity and equality.