

non-executive director

£21,000 – London Docklands

approx 2 days/month

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 2010/11 the ombudsman service resolved 165,000 complaints with a budget of around £100m.

The service is governed by a non-executive board. The board's role is to ensure the service is able to carry out its work effectively and independently.

The chief executive/chief ombudsman is responsible for the ombudsmen and adjudicators who handle individual complaints.

... the power to settle financial complaints

For information about the role and how to apply, visit www.rraresponses.com or phone +44 (0) 20 7830 8052. For more details on the Financial Ombudsman Service visit www.financial-ombudsman.org.uk.

Committed to diversity and equality



Financial
Ombudsman
Service

the role

- contribute to the overall strategy and direction of the ombudsman service
- scrutinise the performance of the service in meeting its goals and objectives
- ensure that the service is able to continue to operate independently and without outside influence in making its decisions
- act as ambassador for the service

the candidate

- experience of strategic decision-making and board level governance
- experience as a chief executive, operations director or equivalent of an organisation at least as large and complex as the Financial Ombudsman Service
- commitment to the ethos, values and independence of the service

Closing date Monday 4 July 2011