

Board Members



London

£20,000

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. The Service is governed by a non-executive board chaired by Sir Christopher Kelly, while individual complaints are handled by adjudicators and ombudsmen, headed by the chief ombudsman. In 2006-07 the Service resolved 112,000 complaints, and its turnover was £55m. The job of board members is to act as public interest directors to ensure that the organisation is able to carry out its work effectively and independently. A number of new board appointments now need to be made.

The Role:

- Contribute to overall strategy and direction, through effective participation at board meetings.
- Ensure that the service is able to continue to operate independently of any outside influence in making its decisions.
- Act as ambassador for the Service, promoting its work among stakeholders.

The Candidates:

- Experience of strategic decision making and board-level governance.
- Possess an understanding of, or an affinity with, one or more of the financial services industry, consumer markets and customer detriment.
- Commitment to the ethos, values and independence of the Service.

A candidate brief, containing full application details, can be downloaded from our website www.odgers.com/18709 or requested by telephone, quoting reference AWA/18709ST

Closing date: 15th October, 2007

Odgers Ray & Berndtson, 11 Hanover Square, London W1S 1JJ
t 0845 1309005 minicom 020 7529 1080



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