



Financial
Ombudsman
Service

interested in what you've heard about the role of an investigator...?

...this is how our recruitment process works

The first thing is to send us your details, attaching your CV and a letter telling us:

- what attracts you to this role and the ombudsman service
- why your skills and experience (both in and out of work) make you the right person for the role

If we can see that you've got the right experience and skills that transfer to the role, we'll send you an invite to create an online assessment. The assessment helps us to find out how you understand and analyse information. The questions are multiple choice and the assessment takes about 20 minutes to complete.

If you're shortlisted, our selection process includes a brief telephone interview. If that goes well we'll ask you to come into our offices in London docklands to have an interview with a couple of our ombudsman managers and a member of our resourcing team.

If you're successful, we'll then need to run some background checks and references before you can start with us.

To have the best experience when you start with us, we'll arrange for you to join at the same time as other new investigators, and you'll receive training and guidance to help you develop your skills and learn about how we do things as an organisation.