

# 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](http://www.rraresponses.com) or phone +44 (0) 20 7830 8052. For more details on the Financial Ombudsman Service visit [www.financial-ombudsman.org.uk](http://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*