

Lead Ombudsmen

Senior leadership roles

LONDON DOCKLANDS

- The Financial Ombudsman Service is an independent statutory service for resolving disputes between companies and their customers. It is the biggest scheme of its kind in the world and its team of over 800 staff deal with some 98,000 cases per year.
- Growth in the workload and a consequent increase in staff leads to a need to introduce a new leadership focus to the panel of ombudsmen, and the consequent creation of five new appointments of Lead Ombudsmen.
- With an initial focus on one of the financial service product sectors, the Lead Ombudsmen will lead a team of Ombudsmen to achieve the effective and efficient handling of decisions. They will also play an important role in developing approaches to new issues, and in representing the Service externally.

To download an information pack with details of how to apply please visit www.wmann.com. Reference **18397AA(ST)**. If you are unable to access the internet, please call Joanne Roberts **t: +44 (0)20 7290 2016**.

The closing date for applications is Monday, 25th October 2004.

£94,760



**Financial
Ombudsman
Service**

- With a background that may include senior experience in a legal environment, dispute resolution, the senior civil service, a regulatory body, a public body or the financial services industry, candidates will need to demonstrate that they are able to take sound and robust decisions. Leadership experience is important and experience of the financial services sector is desirable.
- These posts require a mixture of sound judgement, integrity and fairness coupled with strong analytic and communications skills. Candidates will need to be collaborative team players with a flexible approach and an enthusiasm for leadership.
- These are challenging new roles with an important part to play in both the day-to-day work of the Service and in shaping its response to new issues as they emerge. They will make an important impact on the service provided to consumers by the financial services sector.

Whitehead Mann
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