

# independent assessor

two (possibly three) days a week – three year term  
£47,876 pa (two days a week) London – docklands



Financial  
**Ombudsman**  
Service

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, while individual complaints are considered by adjudicators and ombudsmen. In the current financial year the service expects to resolve 165,000 complaints with a turnover of £97m.

The independent assessor is appointed by the board to consider complaints about the level of service provided in individual cases – and to make recommendations to the chief ombudsman. The remit does not cover disagreements about the actual merits of decisions made by ombudsmen.

## as independent assessor you will:

- carry out a final review of complaints about the operation of the service's procedures in individual cases; make findings, and recommendations for redress in cases where justified; compile an annual summary of complaints received and recommendations made.
- demonstrate sound judgement, integrity and fairness in solving problems; have relevant case-handling and investigatory experience gained in a legal environment, in dispute resolution, or at a regulatory or public body; be familiar with customer-service and public policy issues; and be IT literate.

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visit [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) for application details and candidate briefing or contact:

Barbara Cheney, company secretary, 020 7964 0102 ([barbara.cheney@financial-ombudsman.org.uk](mailto:barbara.cheney@financial-ombudsman.org.uk))

■ closing date 25 March 2010 ■ a panel of board members and an independent consultant will hold interviews in London on 7 May