



## See both sides without losing your focus.

### **Non Executive Chairperson – Financial Ombudsman Service**

**c.£45,000 for a minimum of two days per week**

**Based: Docklands, London**

The aim of the Financial Ombudsman Service is clear; to provide consumers and financial firms with a forum to resolve disputes quickly, fairly and with the minimum of formality. It is an impartial and independent body, whose board and Non-Executive Chairperson are appointed by the FSA. The Non-Executive Chairperson must also be approved by HM Treasury. We make legally binding decisions that protect not just individual consumers and firms, but the very reputation of the financial services industry. Our remit covers financial services from mortgages, insurance and investments to banking and pensions.

As Chairperson, you will be the face of our operation, guiding the non-executive board to ensure operational effectiveness and promoting the work of our 900-strong team to external parties. You will oversee the organisation's on-going commitment to maintaining the quality of its work and will manage our close working relationship with the FSA, which is crucial to our operation. You will also need to challenge and lead the organisation, making far-reaching strategic decisions and working alongside government bodies and other interested stakeholders to make a real difference.

Such a high-profile role demands senior board-level experience and the ability to absorb large amounts of complex, critical information quickly. You must also possess the gravitas to operate under close public scrutiny. You are a natural strategist, politically astute and keen to prove yourself in a fascinating and challenging public policy arena. You will have a balanced approach and excellent relationship building skills honed through your background in the public or private sector.

Please send your CV with a covering letter, to our retained consultants at JWT Specialized Communications, by email: [fos@jtworworks.co.uk](mailto:fos@jtworworks.co.uk) or by post to JWT Specialized Communications, Sovereign Gate, 18-20 Kew Road, Richmond, Surrey TW9 2NA, quoting reference: 4966. The closing date for applications is Wednesday 17th November 2004 and interviews will be held by mid December. The post will commence from February 2005.