

# Financial Ombudsman

**Fee-paid - competitive day rate**  
**Location – home working**



**Financial  
Ombudsman  
Service**

**The Financial Ombudsman Service, based in London's Docklands, is the independent statutory organisation that settles individual disputes between businesses providing financial services and their customers. The service plays a key role in enhancing consumer protection and confidence in the financial services sector.**

The service's caseload has increased significantly with recent record levels of complaints and it expects to resolve over 150,000 disputes in the current year. To help provide the necessary flexibility of resource in response to changing levels of demand, the service is seeking a number of individuals to join its panel of ombudsmen on a self employed, fee-paid basis.

The ombudsman role involves deliberating on complex disputes and analysing large volumes of information – to reach a robust decision in each individual case. It is expected that successful candidates will work between 15 and 30 days each year, on an initial 3 year agreement.

Successful applicants should have knowledge or experience in one of the following areas: retail financial services, the law, dispute resolution, regulation or professional services. Applicants must demonstrate effective communication skills, analytical ability and the capacity to make decisions that are fair and reasonable.

***talentpartners***

Please send CV to [ombudsman@talentpartnersintl.com](mailto:ombudsman@talentpartnersintl.com)  
For further details phone **020 7025 0230**.

[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)