



We are seeking one new Guernsey-based non-executive director for the Channel Islands Financial Ombudsman starting January 2023.

Directors are paid £7,500 per year (plus any reasonable expenses), and the time commitment is about 10 days per year.

Channel Islands Financial Ombudsman (CIFO)

CIFO is the joint operation, based in Jersey, of the statutory financial ombudsman schemes established by the:

- Office of the Financial Services Ombudsman (Jersey) Law 2014;¹ and
- Office of the Financial Services Ombudsman (Bailiwick of Guernsey) Law 2014.²

CIFO's primary function is to ensure that unresolved complaints about financial services provided in/from the Channel Islands (Jersey, Guernsey, Alderney and Sark) are resolved:

- independently, and in a fair and reasonable manner;
- effectively, quickly and with minimum formality; and
- by the most appropriate means, whether by mediation or decision;

so as to offer an alternative to court proceedings that is free and more accessible for complainants.

Jersey and the Bailiwick of Guernsey are separate jurisdictions, each with its own government, legislature and regulators, and are international financial centres. Approximately half of CIFO's complaints come from customers outside the Channel Islands.

Further information about CIFO can be found:

- on its website at www.ci-fo.org; and

¹ <https://www.jerseylaw.ie/laws/current/Pages/13.255.aspx>

² www.guernseylegalresources.gg/article/115617/Financial-Services-Ombudsman-Bailiwick-of-Guernsey-Law-2014

- in its annual reports www.ci-fo.org/news-publications/annual-report

Board vacancies

One new Guernsey-based board member will be appointed for a term of four or five years starting January 2023.

New board members may be reappointed for a further term.

Work of the board of directors

The laws provide that CIFO's board are required to protect the independence of the Ombudsmen and oversee its operations.

CIFO board members do not have any role in handling, investigating or deciding complaints. The board's principal roles are to:

- appoint the Principal Ombudsman (who is the chief executive);
- appoint any other ombudsmen;
- protect the independence of CIFO and its ombudsmen;
- ensure good governance and compliance with legal and fiduciary duties;
- contribute to CIFO's strategic plans, values and standards;
- oversee CIFO's effectiveness and efficiency;
- set the budget and ensure there is an effective funding scheme; and
- set the levies and case fees payable by financial service providers.

Composition of the board

Under the statutory provisions, the board members collectively must provide an appropriate balance between experience of:

- providing financial services;
- using financial services;
- providing ombudsman services; and
- managing bodies similar to CIFO.

A majority of board members cannot be financial service providers (or those whose business involves representing financial service providers).

Person specification (all board members)

We are looking for a person with the following experience and qualities –

To comply with the statutory provisions, candidates will need experience of one or more of the following:

- providing financial services;
- using financial services;
- providing ombudsman services;
- managing bodies similar to CIFO.

It will be helpful (but not compulsory) for candidates to have experience of one or more of the following:

- understanding both public and private sector environments;
- senior-level strategic and operational decision-making;
- a senior role in a customer-facing organisation;
- a senior role in a statutory body;
- acting as a non-executive director;
- liaising with stakeholders, including government, regulators and media;
- practising experience as a lawyer or qualified accountant.

Candidates will need the following personal qualities:

- ability to:
 - act in the public interest, in accordance with the Nolan principles;³
 - contribute effectively and positively at board level;
 - grasp complex legal and/or sensitive issues quickly;
 - think strategically and make robust decisions;
 - understand the public policy environment across the Channel Islands;
- commitment to:
 - fairness; and
 - alternative dispute resolution;
- sound skills in:
 - business;
 - communication; and
 - stakeholder management.

The recruitment panel will also take into account:

- the advantages of diversity; and
- the location of candidates as this is intended to be a Guernsey-based position.

Successful candidates will need to attend quarterly board meetings plus stakeholder events, held in Jersey or Guernsey. These can be attended in person or remotely.

Recruitment procedure

Timetable:

- Closing date for applications is 13 June 2022.
- Shortlisting in late June 2022.
- Interviews to take place in person in Guernsey, late July 2022.

The recruitment panel will comprise:

- a representative from the Jersey Appointments Commission;
- an official from the Government of Jersey;
- an official from the States of Guernsey; and
- a current board member of CIFO.

³ www.gov.uk/government/publications/the-7-principles-of-public-life/the-7-principles-of-public-life--2

Board members are appointed jointly by:

- Jersey's Minister for Economic Development, Tourism, Sport & Culture; and
- Guernsey's Committee for Economic Development;

on the recommendation of the Chair of CIFO's Board of Directors.

Before the appointment can be made effective, notice of the appointment must be laid before the States Assemblies of both Bailiwicks.

How to apply

Please email your application to boardrecruitment@ci-fo.org by the closing date mentioned above.

Your application should comprise:

- a comprehensive CV (not more than two pages);
- evidence of how you meet the person specification (not more than 2 pages); and
- details of two referees.

For the referees, please indicate:

- their names, addresses and phone numbers;
- their organisations and positions; and
- the capacity in which they know you.

References will only be taken on candidates taken forward to the interview stage. If you do not wish referees to be approached without your prior permission, please indicate this.

If you have any queries, you can contact CIFO's current chair at david.thomas@ci-fo.org.