



**We are seeking three new non-executive directors for the Channel Islands Financial Ombudsman from January 2022. One of these new directors will become chair-designate, taking over the chair from January 2023.**

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

The chair is paid £24,000 per year (plus any reasonable expenses), and the time commitment is about 25 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](#);<sup>1</sup> and
- Office of the [Financial Services Ombudsman \(Bailiwick of Guernsey\) Law 2014](#).<sup>2</sup>

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. Half of CIFO's complaints come from customers outside the Channel Islands.

<sup>1</sup> <https://www.jerseylaw.je/laws/enacted/Pages/L-14-2014.aspx>

<sup>2</sup> [www.guernseylegalresources.qg/article/115617/Financial-Services-Ombudsman-Bailiwick-of-Guernsey-Law-2014](http://www.guernseylegalresources.qg/article/115617/Financial-Services-Ombudsman-Bailiwick-of-Guernsey-Law-2014)

Further information about CIFO can be found:

- on its website at [www.ci-fo.org](http://www.ci-fo.org); and
- in its annual reports [www.ci-fo.org/news-publications/annual-report](http://www.ci-fo.org/news-publications/annual-report)

### **Board vacancies**

The existing board members, and the expiry of their final terms, are:

- David Thomas from the UK (chair) – January 2023
- John Curran from Guernsey – January 2022
- John Mills from Jersey – January 2023
- Deborah Guillou from Guernsey – January 2023

In order to provide continuity, it is intended to provide some overlap by appointing all three new board members from January 2022:

- One new board member will be appointed for a three-year term to January 2025, replacing John Curran.
- One new board member (and chair-designate) will be appointed for a four-year term to January 2026 and become chair from January 2023, replacing David Thomas after an overlap of one year.
- One new board member will be appointed for a five-year term to January 2027, replacing John Mills after an overlap of one year.

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, from government, regulators, the financial industry, financial consumers and any other influence that might compromise CIFO's independence.

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). One existing director, whose term runs until January 2023, is a financial service provider.

### **Person specification (all board members)**

We are looking for men/women from diverse backgrounds 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;<sup>3</sup>
  - 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.

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<sup>3</sup> [www.gov.uk/government/publications/the-7-principles-of-public-life/the-7-principles-of-public-life--2](http://www.gov.uk/government/publications/the-7-principles-of-public-life/the-7-principles-of-public-life--2)

The recruitment panel will also take into account:

- the advantages of diversity; and
- the location of candidates.

Successful candidates will need to attend quarterly board meetings plus stakeholder events, held in Jersey or Guernsey. Any candidates from outside the Channel Islands will need to be in commutable distance.

Besides frequent flights between Jersey and Guernsey, there are regular direct flights between the Channel Islands and many destinations, currently including Birmingham, Bristol, East Midlands, Exeter, Glasgow, Liverpool, London, Manchester and Southampton.

### **Additional person specification (chair-designate)**

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

- significant non-executive experience on a main board;
- senior level experience of dispute resolution, regulation, law, public services;
- experience of working within a statutory framework.

Current/recent work experience should not be within (or supporting) the financial services industry, to help safeguard CIFO's independence.

Candidates will need the personal ability to:

- provide strategic leadership to the board and support to the Principal Ombudsman in developing and delivering strategy, values and standards; and
- chair the board, ensuring that CIFO complies with all legal and fiduciary requirements and promoting high standards of corporate governance.

### **Recruitment procedure**

Timetable:

- Closing date for applications is 20 October 2021.
- Shortlisting in November 2021.
- Interviews in November/December 2021.

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
- the current chair of CIFO.

Board members and the chair are appointed jointly by:

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

in the case of board members, on the recommendation of CIFO's chair.

In Jersey, the Minister must involve the independent Jersey Appointments Commission, and give the States Assembly prior notice of the intended appointment.

In Guernsey, the Committee must lay the appointment before the States of Deliberation where it can be annulled.

### **How to apply**

Please email your application to [boardrecruitment@ci-fo.org](mailto:boardrecruitment@ci-fo.org) by the closing date mentioned above.

Please say whether you wish to be considered for:

- chair-designate;
- other board member; or
- both.

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](mailto:david.thomas@ci-fo.org).