



Know who you are and what you want

One of the first BME Financial Services Ombudsmen, Juliana Campbell is an independent reviewer of complaints. She decided to go into this area of work as she constantly seeks new challenges in different areas.

Her modest disposition of not being a straight 'A' grade student at school, but then winning an award at University for being the top student explains a lot about Juliana Campbell's character.

A practising Christian, Juliana's career choices have largely been due to a desire to be challenged, but yet maintain a good work/life balance.

Juliana is a Financial Ombudsman; a quasi judicial role. The Financial Ombudsman Service investigates complaints about firms providing financial services. Juliana reviews cases which cannot be resolved by junior team members, holds hearings and makes final decisions based on law and complex financial regulations.

She studied law, received the Sweet and Maxwell Award and passed her professional law exams with distinction. She qualified as a solicitor in 1995 and was an active member of a black lawyers group acting as a speaker and representative.

Juliana practiced law for three years, specializing in commercial/corporate litigation. She then joined the Association of Chartered Certified Accountants as its Senior Legal Officer. She was promoted to Head of Professional Conduct overseeing the disciplinary process. She moved to her senior role at The Financial Ombudsman Service in 2005.

She also coaches young black students offering practical careers advice and support.

HER VIEWS ON NETWORKING

"There is a need for BME women and men to network in the early stages of their career. There are lots of 'old boy' networks out there and BME women need to work effectively within our own networks and also within established networks."

She was an active member of the African Caribbean and Asian Lawyers Network as a student/young lawyer. She credits her involvement within the group as being a catalyst for many opportunities. The network gave her confidence to excel in her career. She said, "it exposed me to successful black lawyers

and showed me how to move forward. It also opened up opportunities for me to develop my skills and career."

Juliana experienced problems obtaining funding for her professional exams. She subsequently made use of a family contact within a major bank to give advice and to obtain funding and to help other BME students experiencing the same problems.

HOW TO BREAK THROUGH BARRIERS

"There is no such word as can't." One of ten children Juliana's father has always encouraged her to believe that with hard work and perseverance you can achieve anything. It is not about luck, but about "opportunity meeting preparation".

IT IS ABOUT CONFIDENCE IN YOURSELF AND YOUR ABILITIES.

"We do not always work in areas, which naturally reflect who we are. Being a women and from an ethnic background means we may stand out. We have to be confident that we are entitled to our role within society based on abilities and potential."

KNOW AT AN EARLY STAGE WHAT SKILLS YOU HAVE AND HOW YOU WANT TO USE THEM.

"I currently know and work informally with a very bright 11 year old who wants to be a judge. I believe he needs to work now on developing his natural skills and to know what may be required of him in order to achieve his ambition."

Juliana sees success as being relational. "It's about relationships and the depth of your relationships with other people. Success is not about the material trappings of life or being defined by what you do. For me it is about the way I interact with others and the spirit I bring to whatever I am involved with."

"It is not about luck, but about opportunity meeting preparation"