

# Quality Director

Transformational new role

**LONDON DOCKLANDS**

**c.£90,000** (More may be available for exceptional candidates)



**Financial  
Ombudsman  
Service**

- The Financial Ombudsman Service is an independent statutory service for resolving disputes between companies and their customers. It is the biggest scheme of its kind in the world and its team of over 800 staff deal with some 98,000 cases per year.
- The caseload continues to grow, and with it the size of the organisation. A number of quality initiatives are already in hand but there is a clear need for the new appointment of a Quality Director to act as a champion for quality across the Service and to take it to new levels of service excellence.
- Reporting to the Chief Executive (Chief Ombudsman) as a member of the senior management team, the Quality Director will work across all parts of the organisation to develop new approaches to quality, ensuring that staff are properly trained and supported, and that a culture of continuous improvement exists throughout the Service.
- Candidates should have experience of successful quality management at a senior level in organisations known for the excellence of their approach to service quality, preferably in consumer facing service sectors. Experience of the financial services industry would be helpful but is not essential.
- The role demands an individual with strong influencing and communications skills, able to work effectively with colleagues in all parts of the organisation, and with the energy, conviction and personal impact that will inspire and gain the respect of others. Strategic insight must be combined with strong implementation and programme management skills.
- This is an important new role that will be at the heart of creating a culture of continuous improvement in an essential public service. It offers the opportunity to make an important impact on the service provided to consumers by the financial services sector.

To download an information pack with details of how to apply please visit [www.wmann.com](http://www.wmann.com). Reference **18398AA(ST)**. If you are unable to access the internet, please call Fiona Birkmire. **t:** +44 (0)20 7290 2134.

**The closing date for applications is Monday, 25th October 2004.**

**Whitehead Mann**  
consultants in leadership

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