



**Appointment to the Financial Services Ombudsman Council**

**Closing Date: 3pm on 19 August 2016**

**State Boards Division  
Public Appointments Service  
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stateboards.ie operates under the auspices of the Public Appointments Service and is committed to a policy of equal opportunity.

The Public Appointments Service (PAS), established under statute in 2004, provides an independent shared service in recruitment, assessment and selection to organisations across the Civil and Public Services. On 30 September 2014, the Government decided that the PAS should also be given responsibility for putting in place an open, accessible, rigorous and transparent system to support Ministers in making appointments to State Boards. Our dedicated website, [www.stateboards.ie](http://www.stateboards.ie), is the channel through which the PAS advertises vacancies on State Boards. It is also the means through which accomplished, experienced and qualified people, including people who might not previously have been identified as available for appointment, can then apply to be considered for particular vacancies.

## Membership of State Boards

High standards of corporate governance in all State Agencies, whether in the commercial or non-commercial sphere, are critical to ensuring a positive contribution to the State's overall social and economic development.

Members of State Boards are appointed to act on behalf of the citizen to oversee the running of the affairs of state bodies. State bodies must serve the interests of the taxpayer, pursue value for money in their endeavours (including managing risk appropriately), and act transparently as public entities. Members of State Boards, and the relevant management team, are accountable for the proper management of the organisation.

Board members should act on a fully informed basis, in good faith, with due diligence and care, and in the best interest of the State body, subject to the objectives set by Government. In that regard and in accordance with 13.2 of the Guidelines on Appointments to State Boards, "it is advisable that no member of a State Board should serve more than two full terms of appointment or should hold appointments to more than two State Boards."

The [Code of Practice for the Governance of State Bodies](#) provides a framework for the application of best practice in corporate governance by both commercial and non-commercial State bodies.

In order to be an effective contributor on a State Board it is recommended that members should:

- bring independent and objective scrutiny to the oversight of the organisation;
- be prepared to be challenging when necessary while being supportive to the delivery of organisational strategy and objectives;
- be equipped to offer considered advice on the basis of sound judgement and experience;
- be prepared to make a time commitment to their work commensurate with their role.

## Financial Services Ombudsman Council

**Board Meeting Location:** Lincoln Place, Dublin 2

**Number of Vacancies:** 2 - 7

**Remuneration:** Chairperson €21,600

Ordinary Member €12,600.

Travel and subsistence is paid in addition, where relevant.

In line with the 'One Person One Salary' principle, a public servant will not be entitled to receive remuneration in the form of board fees, save for situations that are statutorily provided for e.g. Worker Directors. Board members may choose to waive their fees.

**Time Requirements:** Average of 7 half-day meetings per annum requiring some preparation.

Members are also expected to sit on a sub-committee which meet around 4 times a year.

### 1. Background

The [Central Bank and Financial Services Authority of Ireland Act 2004](#) provided for the establishment of the Financial Services Ombudsman Council. The Ombudsman provides administrative services to the Council.

The Financial Services Ombudsman is a statutory officer who deals independently with complaints from consumers about their individual dealings with all financial services Providers that have not been resolved by the providers. The Ombudsman is therefore the arbiter of unresolved disputes and is impartial. It is a free service to the complainant.

The Financial Services Ombudsman's Bureau is the corporate entity of the statutory scheme and consists of the Financial Services Ombudsman and the staff. It is a statutory body funded by levies from the financial services Providers and became operational on 1 April 2005.

The previous voluntary ombudsman schemes for credit institutions and insurance schemes were subsumed into it and the number of financial service Providers covered by its remit was expanded considerably.

The Financial Services Ombudsman Council oversees the operation of the Ombudsman's Bureau (see section 2 for more details).

The Government has committed to the amalgamation of the Offices of the Financial Services Ombudsman and the Pensions Ombudsman.

## 2. Functions of the Council

The main functions of the Council are:

- to appoint the Financial Services Ombudsman and each Deputy Financial Services Ombudsman, and, in certain prescribed circumstances, remove them from office
- to decide on the remuneration and allowance of the Ombudsman and Deputy Ombudsmen as well as approving other employment
- to prescribe guidelines under which the Ombudsman is to operate and
- to determine the levies and charges payable for the services provided by the Ombudsman.

In addition, the Council is required to:

- keep under review the efficiency and effectiveness of the Bureau and to advise the Minister, either at the Minister's request or on its own initiative, on any matter relevant to the operation of the Bureau;
- to advise the Ombudsman on any matter on which the Ombudsman seeks advice, and
- to carry out such other activity as prescribed.

The Council has no role with respect to how the Financial Services Ombudsman deals with a particular complaint submitted to him.

The current composition of the council is:

<b>Name</b>	<b>Appointed</b>	<b>Position type</b>
Caitriona Ni Charra	Oct. 29, 2015*	Member
Deborah Reidy	Jan 20, 2016	Member
Dermott Jewell	Oct. 29, 2015*	Chairperson
Elizabeth Walsh	Oct. 29, 2015*	Member
Frank Wynn	Oct. 29, 2015*	Member
Ken Murnaghan	Jan 20, 2016	Member
Michael Connolly	Oct. 29, 2015*	Member
Paddy Leydon	Oct. 29, 2015*	Member
Tony Kerr	Oct. 29, 2015*	Member
Valerie Bowens	Jan 20, 2016	Member

\* Reappointed for one year which expires on 28 October 2016

## 3. Person Specification

The Minister for Finance invites applications from suitably qualified candidates for a position on the Financial Services Ombudsman Council. In the context of the planned amalgamation with the Pensions Ombudsman, experience of that sector will be particularly relevant.

The candidate must have significant senior level experience of one or more of the following:

- consumer protection and other consumer issues relating to the provision of financial services
- the financial services industry
- the pensions industry

In addition, it is desirable that the candidate have:

- previous board experience
- previous corporate governance or audit committee knowledge or experience
- knowledge of alternative dispute resolution methodologies
- knowledge of corporate social responsibility issues / developments
- knowledge of complaints handling and resolution
- knowledge of consumer engagement regarding rights and entitlements

#### **4. Terms of Appointment**

Under the Central Bank and Financial Services Authority of Ireland Act, 2004, the Minister of Finance makes appointments to the Council for a term of up to five years at his/her discretion. It should be noted, however, that the anticipated amalgamation of the Pensions Ombudsman and the Financial Services Ombudsman may shorten the term of appointment.

- The membership of any member of the Board may be terminated by the Minister at any time, on the basis of reasons to be stated by the Minister.
- A member of the Board may resign his or her membership of the Board by notice in writing sent or given to the Minister, and the resignation shall take effect on the day on which the Minister receives the notice.
- Members of the Board shall, subject to the provisions of this Schedule, hold office upon such terms and conditions as the Minister may determine.
- The roles and responsibilities of Board Members are described in the Code of Practice for the Governance of State Bodies 2009 which is available on the website of the Department of Finance ([Code of Practice for the Governance of State Bodies](#)).
- A board member shall cease to be a member of the board if he or she is nominated as a member of Seanad Éireann, is elected as a member of either House of the Oireachtas or as a representative in the European Parliament, elected to the European Parliament, or becomes a member of a local authority. Additional reasons for termination of membership are contained in Schedule 7 to the Central Bank Act 1942 (as amended).

## 5. Submitting your expression of interest

If you are interested in this position, please review the self-assessment questionnaire which can be found on [www.stateboards.ie](http://www.stateboards.ie). Please note that the questionnaire is designed to help you in considering whether to submit an expression of interest - you are not required to submit the questionnaire as part of the application process.

Having considered the general suitability criteria for membership of a State Board, you should consider carefully how your background and experience fits with the specific appointment criteria set out in Section 4 - Person Specification in this booklet.

If you decide that you wish to be considered for appointment, we welcome you submitting your expression of interest via the following link [www.stateboards.ie](http://www.stateboards.ie) together with your detailed current Curriculum Vitae and a cover letter (see Appendix 1 of this booklet for help with the online process).

### IMPORTANT NOTE

*Please take care when submitting your expression of interest. As the Assessment Panel will generally make its recommendation(s) based on consideration of the documentation which you submit it is most important that you do the following:*

- 1. Ensure your Cover Letter (and supporting CV) clearly specifies how your particular background and experience meets the requirements of the Board position(s) specified in this booklet, and*
- 2. That you fully answer any supplementary questions which are presented to you as part of our online application process.*

*This will help ensure that the Assessment Panel is as informed as possible as to the basis for your candidature and why you believe you are a person who could potentially be appointed to this State Board.*

## 6. Assessment Process

An Assessment Panel (the "Panel") will be convened by PAS to consider and assess the expressions of interest received by the PAS via [www.stateboards.ie](http://www.stateboards.ie). The Panel will:

- review and discuss the expressions of interest received against the specific appointment criteria for the role;
- assess potential appointees further, once they meet the specified appointment criteria, by undertaking any or all of the following steps:
  - Consideration of the written applications; and/or
  - Meeting/conference call; and/or
  - Referee checks;
  - Any other selection method deemed appropriate.
- compile a list of people deemed suitable for appointment which will then be sent forward for consideration by the Minister.

If you have any questions regarding the application process please email [info@stateboards.ie](mailto:info@stateboards.ie).

## **7. Data Protection Acts 1988 & 2003**

For further information on Data Protection please follow the [link](#)

***The Public Appointments Service thanks you for your interest in State Board appointments***

## APPENDIX 1

### Submitting your expression of interest

In order to submit your application, you should take the following steps:

- i. Go to [www.stateboards.ie](http://www.stateboards.ie).
- ii. On the bar at the top of the page click on "Available Appointments".
- iii. This brings you to a page with all our advertised vacancies. Select whichever position you would like to apply for (you are welcome to apply for more than one position if you wish).
- iv. On the relevant page please click on the "apply for position" button at the bottom of the page
- v. This will bring you to a page on [www.publicjobs.ie](http://www.publicjobs.ie) and, if you already have a publicjobs.ie account, will prompt you for your username and password. If you do not have an account you will be asked to create one.
- vi. Once you input your details you will be brought to a page where there is a prompt in the middle of the page which says "apply here". Click on the link to the online application form beside it.
- vii. A form will appear on your screen, some of the text boxes will be populated with information from your publicjobs.ie profile (Name, address etc.). You will need to complete the rest of the fields and enter your name and the date at the bottom of the form. Click on "continue".
- viii. You will then be brought to a screen where you should upload your CV and Cover Letter. These are required documents and your application cannot be processed without them. Once you have selected these and uploaded them, please click on the "submit" button at the bottom of the page.
- ix. You will receive an e-mail confirmation (to the address listed in your publicjobs.ie profile) to confirm that your application has been submitted.

You must confirm that you do not have any conflicts of interest or legal impediment which would be likely to interfere with your ability to play a full part on the Board. You must also confirm that you can make yourself available to attend meetings and to carry out the duties of a Board member.