

The **Financial Services Board (FSB)** supervises insurers, pension funds, friendly societies, exchanges, central securities depositories, collective investment schemes, financial advisory and intermediary services. It is committed to a fair treatment of both users and providers of financial services and acts to minimise the potential systematic risks in the industry. The FSB is based in Ashlea Gardens, Menlo Park, Pretoria.

OMBUD FOR FINANCIAL SERVICES PROVIDERS

Purpose of the Job: Applications are invited to fill the position of the Ombud for Financial Services Providers (FAIS Ombud), whose office has been established in the Financial Advisory and Intermediary Services Act, 2002 (**for details see www.fsb.co.za**). The objective of the Ombud is to consider and dispose of client complaints against financial services providers in a procedurally fair, informal, economical and expeditious manner.

Essential Requirements: An experienced and able lawyer (attorney, advocate or ex judge) with a minimum of 10 years practical experience • Good knowledge of the rendering of financial services and the regulation thereof • A qualification in Financial Planning Law, eg, CFP (trade mark) will be an advantage.

Key Performance Areas (KPA's): Responsible for development of strategy for the complaints-handling process in terms of the FAIS/FSOS Acts • Drafting and issuing determinations • Responsible for directing policy development to meet current and future operational needs, public relations, staff management and other related office functions • Leading, coaching, inspiring and mentoring senior members of the technical team to provide excellent service, achieve business goals and build team capacity for the future.

Key Competencies: Extensive related senior management experience with expertise in legal drafting, analysing and interpreting complex issues • Communication and relationship building skills • Sound judgment, mediation skills, independence and impartiality • Advanced problem solving, planning and facilitation abilities • Thorough knowledge of the FAIS Act and its subordinate legislation • Proven ability as a team leader with a commitment to create, support and sustain an environment that enables staff to achieve results.

Interested parties should forward their CV's for attention Thembi Nkosi at e-mail address: fsb@mindworx.co.za by no later than 31 August 2017

FSB is committed towards increasing the representation of marginalised groups in line with its Employment Equity Plan. Person with disabilities are encouraged to apply.

Please note that correspondence and communication will only be conducted with short listed candidates and that the FSB reserves the right not to appoint if a suitable candidate is not identified.

