

## CIFO JOB DESCRIPTION (SHORT-FORM)

<b>Post:</b>	Head of Legal, Policy & Compliance (HLPC)
<b>Responsible to:</b>	Principal Ombudsman (PO) & Chief Executive
<b>Responsible for:</b>	Information Officer (IO)
<b>Salary range:</b>	£85,000 - £95,000
<b>Overall purpose:</b>	The Head of Legal, Policy & Compliance takes the lead on identifying, analysing, and resolving legal and policy matters that affect CIFO's mandate thus supporting the effective performance of CIFO's governance, complaint-handling responsibilities and associated interactions with external stakeholders. The role also serves as CIFO's compliance lead ensuring adherence to legal requirements, professional standards and best practices, and CIFO's own policies, procedures and general approaches.

### **Principal Accountabilities:**

#### *Stakeholder Relations and Communications*

Provide strategic leadership for CIFO's stakeholder relations and outreach activities, building and maintaining strong relationships with key external stakeholders, including governments, regulators, and financial service providers. Optimise the various channels and content that CIFO uses to communicate, including stakeholder meetings, annual report, website, social media, newsletters, published final decisions and case studies. Ensure that feedback loops are used effectively to refine communication strategies and enhance stakeholder engagement.

#### *Legal, Regulatory and Policy*

Ensure that CIFO is aware of all relevant legal, regulatory and policy requirements that could affect CIFO's performance of its mandate. Lead efforts to effectively support and influence relevant new legal, regulatory and policy developments, ensuring CIFO's views are communicated and understood by key stakeholders. Establish and maintain an effective knowledge-management system to support quality, consistency, and continuity in CIFO's complaint handling and decision-making process.

#### *Compliance*

Ensure that CIFO performs its statutory mandate in compliance with its legal and regulatory obligations as well as applicable professional standards of practice.

#### *Internal Quality Control and Assurance*

Establish and deliver against a quality framework, leveraging internal policies and procedures, non-financial controls, random case sampling, and customer surveys to provide quality assurance and feedback into continuous improvement. Develop and oversee internal controls to monitor compliance and mitigate risk. Implement staff training programmes to ensure continued adherence to compliance standards.

## *Legal – General*

Serve as in-house legal counsel to the management team and the Board of Directors on all legal, regulatory and policy matters that may arise which could affect CIFO. Liaise with external legal counsel, as appropriate, ensuring effective management of any legal risks and opportunities.

## *Leadership for Information Officer Role*

Provide effective leadership for CIFO's Information Officer role, setting clear performance objectives, conducting regular performance and development reviews, and fostering a culture of continuous improvement. Support the Information Officer in achieving high standards of timeliness, quality, and customer service.

## *Governance*

Serve as the lead governance and corporate secretarial support for the Board of Directors, ensuring compliance with corporate governance standards. Lead the preparation of Board meeting agendas, meeting packages, and minutes. Oversee the annual reporting cycle, ensuring timely production and submission of the annual report to both governments. Lead preparations for CIFO's annual stakeholder meeting and any other key stakeholder engagements.

## **Person Specification**

### **Essential:**

1. Self-starting professional able to work effectively both as a member of the senior management team and individually to perform both a sole-contributor role and supervise the work of others, as appropriate.
2. The ability to lead and manage a team so that the team achieves high standards, and individuals within the team achieve their potential.
3. Act as a role model for those around them, demonstrating behaviours that reflect CIFO's mandate and values.
4. The ability to quickly recognise key issues and plan and prioritise work accordingly.
5. The ability to work under pressure to tight timescales and produce high-quality work while managing the competing demands of the organisation, the team, and their own personal workload.
6. The ability to resolve problems and manage expectations in a complex multi-stakeholder environment.
7. The ability to lead and adapt to change and absorb and learn new information and legislative, regulatory and policy changes quickly.
8. Excellent communication skills, both written and oral, with the ability to communicate complicated information in a way which is appropriate to the audience, whether individuals or groups.
9. Absolute discretion and an understanding of the need for confidentiality in all aspects of CIFO's activities.

10. The personal and professional standing required to interact effectively with the Board of Directors, represent the Principal Ombudsman to stakeholders, where required, and command the respect of the entire CIFO team.

**Desirable:**

- Experience in legislative, regulatory, and/or policy development.
- Experience in compliance and/or quality assurance.
- Experience gained within a formal Ombudsman scheme or similar dispute-resolution environment.
- Experience within a public-service or broader public-sector environment.
- Formal line-management experience.
- Media relations experience.
- Public speaking experience.
- Broad knowledge and understanding of Ombudsman practice in general, CIFO's mandate in particular, and of the operation of relevant legislation and complaints procedures (or the ability to quickly acquire this understanding).
- Experience of using case-management and/or document-management systems, including the application of artificial intelligence to information-management challenges.
- Experience of operating in a customer-focused environment.

*Reviewed 26 September 2024*