FOS Adjudicator roles:

Date	Source	Text
8/1/09	Hazell Carr	**FOS Adjudicators - London** We would be interested to hear from complaint handlers with experience within the FS industry (particularly within banking). The suitable candidates will have excellent investigation and decision-making experience, be process driven, highly organised and committed to this project for the duration. The daily rate is £200 initially moving to ***£140 per case*** after an approximate 6 week period. Current duration is 6 months with a likelihood of extension. The start date is 19th January.
16/1/09	Hazell Carr	**FOS Adjudicators - London** We would be interested to hear from complaint handlers with experience within the FS industry (particularly within banking). The suitable candidates will have excellent investigation and decision-making experience, be process driven, highly organised and committed to this project for the duration. The daily rate is initially £200 moving to ***£140 per case*** after an approximate 6 week period. Current duration is 5 months with a likelihood of extension. Start Dates are to be confirmed. Please contact @hazellcarr.com clearly stating the job title in the subject box. *PLEASE DO NOT RESPOND IF YOU HAVE RECENTLY APPLIED*
6/2/09	Hazell Carr	**FOS Adjudicators - London** We would be interested to hear from complaint handlers with experience within the FS industry (particularly within banking). The suitable candidates will have excellent investigation and decision-making experience, be process driven, highly organised and committed to this project for the duration. The daily rate is initially £200 moving to **£140 per case** after an approximate 6 week period. Current duration is 10 months with a possibility of extension. The start date is the 16th February. Please contact xxxxxxxxxxx clearly stating the job title in the subject box. *PLEASE DO NOT RESPOND IF YOU HAVE RECENTLY APPLIED*
23/2/09	Hazell Carr	FOS Adjudicators – London (**cost per case**) We would like to hear from experienced complaint handlers with excellent investigation and decision-making skills to take up Adjudicator positions on this challenging and exciting assignment in Canary Wharf. The initial rate will be £200 per day with it moving to a pay per case basis of **£140 per case** after an approximate 6 week period. Compulsory assessments for all those interested will be held at Hazell Carr in Reading on Thursday, 26th February and Monday 2nd March and the start date for successful applicants will be 9th March.

		Please confirm your interest by emailing an updated CV to fscontractors@hazellcarr.com clearly stating 'FOS Adjudicators' in the subject box.
17/4/09	Hazell Carr	FOS Adjudicators – London (**cost per case**) We would like to hear from experienced complaint handlers with excellent investigation and decision-making skills to take up Adjudicator positions on this assignment in Canary Wharf. The initial rate will be £200 per day moving to a pay per case basis of **£140 per case** after an approximate period of 6 weeks. Compulsory assessments for all those interested will be held at Hazell Carr's offices in Reading with start dates scheduled soon after. Please indicate your interest by emailing an updated CV to xxxxx clearly stating 'FOS Adjudicators' in the subject box.
8/5/09	Hazell Carr	**CURRENT OPPORTUNITIES** **Investment Adjudicators – London**[1] We require a team of experienced investment complaint handlers to undertake a contract for a major client based in Canary Wharf. The role will involving resolving disputes with respect to the sale of investment products such as Bonds, ISA's, PEP's and OEIC's amongst others. Excellent investigation and decision making experience is essential and knowledge of Investment Portfolio Management would be an added advantage. Start dates are immediate with the expected contract term running until December 2009. The daily rate is £200 with the potential to move to **cost per case** after an introductory period. **Banking Adjudicators - London** We would also like to hear from experienced Banking complaint handlers to join our current team of adjudicators at the same location. Daily rate is £200 moving to **£140 per case** after 6 weeks. Duration until end of December 2009.
4/9/09	Hazell Carr	**Welcome to the Hazell Carr contractor update September 2009. We are happy to be able to offer the following opportunities. Please express your interest by email to xxxxxxxxxx clearly stating the job title in the subject box.** **Portfolio Management Case Adjudicators - £200 per day – London** We are looking to place a skilled team of investment specialists at the Financial Ombudsman Service in Canary Wharf in the near future. The new team will be required to adjudicate on disputes regarding complex Portfolio Management cases and aside from a strong complaint handling background, individuals will need to have substantial investment knowledge.

1 This is the first indication of cost per case for investment cases.

		Successful applicants will ideally have the Investment Management Certificate, G70 or the new equivalent AF4. The contract term will run for a minimum of 6 months and the daily rate is likely to move to a **cost-per-case basis which will allow for increased production and enhanced earnings.**[2] If you have the relevant skills and would relish the chance to be part of this exciting new team at the FOS and gain fantastic experience in the process, please email your interest to xxxxxx attaching an updated CV and clearly stating 'Investment Adjudication' in the subject box. FOS Banking Adjudicators – London (**cost per case**) We would like to hear from experienced complaint handlers with excellent investigation and decision-making skills to take up Adjudicator positions on this assignment in Canary Wharf . The initial rate will be £200 per day moving to a **pay per case basis of £140 per case** after an approximate period of 6 weeks. Compulsory assessments for all those interested will be held at Hazell Carr's offices in Reading with start dates scheduled soon after. Please indicate your interest by emailing an updated CV to xxxxxxxx clearly stating 'FOS Adjudicators' in the subject box.
16/9/09	Hazell Carr	**Portfolio Management Case Adjudicators - £200 per day – London –Start Date 28 September** We are looking to place a skilled team of investment specialists at the Financial Ombudsman Service in Canary Wharf in the near future. The new team will be required to adjudicate on disputes regarding complex Portfolio Management cases and aside from a strong complaint handling background, individuals will need to have substantial investment knowledge. Successful applicants will ideally have the Investment Management Certificate, G70 or the new equivalent AF4[3]. The contract term will run for a minimum of 6 months and the daily rate is likely to move to a **cost-per-case basis which will allow for increased production and enhanced earnings.** If you have the relevant skills and would relish the chance to be part of this exciting new team at the FOS and gain fantastic experience in the process, please email your interest to xxxxxx attaching an updated CV and clearly stating 'Investment Adjudication' in the subject box. FOS Banking Adjudicators – London (**cost per case**) – Start Date 28 September We would like to hear from experienced complaint handlers with excellent investigation and decision-making skills to take up Adjudicator positions on this assignment in Canary Wharf . The initial rate will be £200 per day moving to a pay per case

2 This seems to be an admission that quantity is taking over from quality

3 This suggests a minimum standard however, I wonder how many they actually got with G70/AF4 at this price. Can probably find out in October when FOS will have to answer FOI questions.

		basis of **£140 per case** after an approximate period of 6 weeks. Compulsory assessments for all those interested will be held at Hazell Carr's offices in Reading with start dates scheduled soon after.
13/8/09	Momenta	**Hi** **We are currently expanding our existing team and are looking for people with Investment Bond case handling experience for a business review project. If you have this experience and are interested in this project, please respond to this email or call at your earliest convenience.** **Role: Business Review Case Handlers** **Start Date: w/c Monday 17 August 2009 or as soon as possible (please specify notice period)** **Length of Contract: End date 17 October, possible extension for 12 months thereafter** **Location: London (Canary Wharf)** **Rate: Up to £250 per day based on qualifications experience and role** **Experience Required:** ***Experience of dealing with Investment Bonds whether in a Complaint Handling or Business review capacity and/or the G10 (or equivalent) qualification is essential. Candidates must in addition, hold the full FPC (or equivalent) qualification.***
17/11/09	Momenta	**Hi!** **One of our existing contracts is expanding so we are looking to identify people who would be interested in joining our team:** **Investment Bond Review** **Role: Case Handlers** **Start Date: Approximately two - three weeks** **Length of Contract: Six months with likely extension** **Location: London (Canary Wharf)** **Rate: Up to £250 per day** **Experience Required - Solid experience of dealing with Investment Bonds in a business review or complaint handling capacity and Full Financial Planning Certificate are essential![4]**

4 I am guessing that this is FOS It could be a bank but it seems unlikely they would put complaint handlers into some of the most expensive office space in the world. The G10 requirement at £250 per day in August has been dropped by November. This suggests they were having trouble recruiting people with it. This is consistent with my own experience. Relatively few contractors have any "G" qualifications apart from G60 and I have found myself on a contract as the ONLY person able to deal with taxation and trust related complaints. It also suggests the desire for G70 adjudicators indicated by Hazell Carr may not have been fulfilled.