

senior legal counsel

reporting to – general counsel or head of legal practice



Financial
Ombudsman
Service

the purpose of your role

You'll be a senior member of our in-house legal and jurisdiction team who manage, mitigate and monitor legal and jurisdiction risks to us as we carry out the things we're legally prescribed to do in sorting out a wide range of financial services problems for our customers – both consumers and businesses.

You'll provide clear, tailored specialist advice on complex legal, jurisdiction and rules issues – this may include public law, financial services law and regulation, litigation, contracts, information law, employment law, procurement, policy, corporate and project work. You'll deliver legal advice to colleagues on high risk problems, and advise and act for us if we're challenged through the courts, protecting our reputation. When required, you'll take a lead on specific areas of the team's workload and have oversight for all related matters. This could include litigation, jurisdiction and specialist technical advice. You'll maintain up to date knowledge and understanding of relevant legal, regulatory and policy issues that currently, or could potentially, affect us. And you'll use your significant experience as a lawyer to deliver a trusted and efficient service to internal clients, providing specialist legal advice and guidance particularly on challenging problems which help shape our approach on particular types of issues, and steer the research undertaken by our paralegals.

You'll proactively build collaborative relationships both internally and with appropriate external legal contacts. You'll support less experienced members of your team in developing and learning from both the legal advice we provide and the more complicated legal and jurisdiction queries we receive. You'll tailor the legal advice you provide to a range of clients in the right way at the right time to help us provide an efficient, relevant and sustainable service which also demonstrates value for money. In addition you'll design and deliver training and update knowledge tools to ensure relevant legal and jurisdiction knowledge is appropriately shared and accessible across the organisation.

how we'll measure your success

- your contribution to meeting or exceeding your team's objectives and our commitments – delivering fair, accurate and appropriate advice quickly and with appropriate formality
- your understanding of what internal clients want and need and showing how the legal and jurisdiction advice and guidance you provide has made a real difference
- feedback from clients, colleagues, and your manager – including general counsel
- how you've built your knowledge and the appropriate help, training and support you've given your colleagues and team
- how you've demonstrated the behaviours we expect of everyone every day

you're accountable for...

our customers - our people - our reach - our service

- taking personal responsibility for delivering on your team's objectives in line with our values – and working collectively to contribute to the commitments we've made as an organisation, helping our service to remain relevant and accessible
- planning with flexibility in a busy team where priorities can and will change – to efficiently provide accurate trusted advice to resolve legal matters quickly and fairly – anticipating and mitigating against risks and issues, caring about the resources you use
- meeting, and consulting, with internal clients – building relationships to help you fully understand their needs and advise on our recommended approach on legal matters
- leading on complex or high risk legal and jurisdiction queries and helping other team members get to the root cause of problems, interpret relevant legislation and challenge any barriers – for example by providing coaching and feeding back “in the moment”
- interpreting legal principles and explaining legal and jurisdiction matters in a straightforward, friendly and human way so that everyone understands and can move forward
- reviewing and commenting on high profile, high risk and lead determinations
- keeping your legal knowledge up to date to enable you to advise on high risk matters, and critically, knowing when you need to escalate issues to others for help and guidance
- drafting and checking legal correspondence such as responses to pre-action letters, instructions to counsel, pleadings and witness statements
- developing and delivering appropriate training and passing on learning from legal and jurisdiction matters to continually strengthen our knowledge, skills and capability and meet our obligations under the law
- supervising trainee solicitors to strict Solicitors Regulation Authority standards when required
- identifying and sharing insight and key themes from the work you do with the head of legal practice and general counsel – to keep them up to date and identify priorities
- helping to improve the legal service you provide to internal clients by identifying and implementing practical and cost effective improvements

- liaising with relevant external stakeholders and professional legal bodies, as required
- assisting senior colleagues with reporting when required
- delivering a fair and efficient service that reflects the diversity of our customers and our people

your experience includes...

- working as a solicitor or barrister qualified in England and Wales, or in an equivalent jurisdiction ideally in the regulatory, commercial or public sectors or private practice with an in-depth understanding of the legislative process
- practicing, and being recognised as a specialist or expert in, at least one of the following – financial services law and regulation, public law, employment law, contracts and procurement, judicial review, data protection and information law
- showing a well developed ability to proactively solve problems, question, reason and analyse, enabling you to understand the wider situation, get to the heart of problems and find solutions which are supported by the law
- demonstrating a good understanding of how external legal developments might impact us
- proactively keeping up to date with, analysing and interpreting legislation – sharing insight and recommendations based on a good understanding of the potential impact on us of external legislation and rules changes
- supervising trainee solicitors, and/or providing training and coaching to groups of people
- prioritising and organising your own workload with pace and flexibility to meet objectives
- building strong relationships and sharing knowledge with a range of stakeholders
- playing a role in continuous service improvement to stay relevant and accessible
- influencing, negotiating and persuading – demonstrating a high level of tact and diplomacy
- listening carefully and asking the right questions to get to the heart of the problem – being empathetic and mindful of what situations mean, and feel like, for all the people involved
- translating legal matters into everyday language in a meaningful way for a variety of audiences
- being pragmatic, resilient and motivated to do the right thing at the right time
- being a team player with the credibility and confidence to appropriately share knowledge and inspire colleagues

what we expect of everyone working here ...

we put people first in everything we do

- before we do anything, we think of the impact it will have on the person we're dealing with – and on how it will make them feel
- we recognise people's different backgrounds – and we adapt our processes to help meet their individual needs
- we let people know where they stand – even where the outcome might not please everyone
- we each take responsibility for moving things forward – guided by common sense and pragmatism

we make fair decisions that *feel* fair

- we use our knowledge and experience of what's fair to guide all our actions and decisions
- we have the confidence to challenge things that don't feel fair
- we get to the heart of the problem – and put things in perspective
- we understand the impact of our decisions on people's lives

we communicate as people

- we make sure people feel listened to – so they trust our actions and decisions as thoughtful, unbiased and fair
- we're straightforward, friendly and human – never hiding behind jargon or complicated words
- we understand that communication is two-way – and move things forward through open, honest conversations
- we're confident in using the ombudsman's tone of voice – and apply it consistently
- we anticipate the impact of what we're saying and give difficult messages sensitively

we want to make things better

- we're proud of the work we do at the ombudsman – and we each play our part with energy and enthusiasm
- we're always looking for ways to widen our own understanding and

- experience – to help us do our job better
- we notice things that aren't working as well as they could – and we're committed to helping improve them
- we're flexible and resilient – keeping a cool head under pressure and adapting quickly to change

we care about the world around us

- for people to have confidence in us, we're each accountable and responsible for our own individual actions
- we listen to different points of view – and we value teamwork and the contributions others make
- we respect each other and the resources we use

we share what we know

- we ask thoughtful questions and listen to other people – so we can learn to do our job more effectively
- we recognise that knowledge is only useful if it's shared – and we help others widen their understanding and experience