

JOB PROFILE: CONSUMER GOODS AND SERVICES OMBUDSMAN (PART-TIME)

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1. THE POSITION

- 1.1. A vacancy exists for a part-time (three days a week) ombudsman to take charge of the Office of the Consumer Goods and Services Ombud (CGSO).
- 1.2. The Ombudsman will be appointed for a fixed period of three years. Once this three year term has ended, the Ombudsman will be eligible for reappointment for a further three years.

2. OPERATIONAL REQUIREMENTS

- 2.1. Overseeing the day to day running of the organisation through management meetings and reports from the management team
- 2.2. Overseeing the performance of CEO and Complaints Manager
- 2.3. Overseeing the application of the Consumer Goods and Services Industry Code relating to the receiving and adjudication of complaints
- 2.4. Drafting recommendations where mediation and facilitation has failed
- 2.5. Providing guidance on complex cases
- 2.6. Issuing guidelines for the implementation & application of the Code by participants
- 2.7. Attending to stakeholder enquiries and engagements
- 2.8. Attending to complex media enquiries
- 2.9. Drafting of the Quarterly Report
- 2.10. Drafting and dissemination of the Annual Report
- 2.11. Providing strategic input to the Board on the effective implementation of the Code
- 2.12. Making recommendations to the Board for any necessary amendments to Code and/or MOI of the CGSO

3. PERSONAL PROFILE

- 3.1. The Ombudsman is expected to have the following personal qualities, qualifications, skills or expertise to be eligible for appointment:
 - 3.1.1. be independent;
 - 3.1.2. be fit and proper person;
 - 3.1.3. demonstrate high levels of competency, capability and financial soundness;
 - 3.1.4. have sound leadership qualities;
 - 3.1.5. be able to manage and lead a service-driven organisation;
 - 3.1.6. have at least ten years experience in a senior executive role relating to alternative dispute resolution or an ombudsman office; and
 - 3.1.7. be qualified and experienced in economics, commerce and industry and public affairs.
 - 3.1.8. A legal qualification will be an added advantage.
- 3.2. No person who has been employed by a business providing consumer goods and/or services within a three year period prior to applying for the post of Ombudsman, may be appointed.
- 3.3. No person who has any direct or indirect business interest in any business providing consumer goods and/or services may be appointed as Ombudsman.