

Financial Services Consumer Panel

An independent voice for consumers of financial services



Members

The Financial Services Consumer Panel is an independent statutory body. Its job is to influence the way the consumer interest is incorporated in the development and implementation of financial services regulation. 'Consumer' includes small businesses, as well as individuals. The Panel advises the Financial Conduct Authority (FCA) on its policies and practices, and on its effectiveness in delivering good outcomes for consumers.

The Panel also does a few projects each year. Last year, these were: investment costs and governance in the asset management industry; cross-subsidies in the personal current account market, and information that would help consumers decide which firms to do business with. In addition, the Panel brings concerns on a range of other issues to the attention of the FCA and other stakeholders.

Panel members must be able to demonstrate a broad understanding of retail or financial services markets, and the ability to analyse regulatory initiatives and policies from a consumer perspective. Applicants should have one or more of the following:

- Knowledge of, or background in, consumer protection regulation;
- Prior involvement in, or understanding of, how macroeconomic issues affect financial services consumers;
- Understanding of how and when competition can work in the interests of consumers;
- An understanding of the law relating to consumers of financial services;
- Experience or knowledge of commissioning or producing independent research;

- Understanding of the risks and opportunities for consumers of technological advances in the delivery of financial services; and
- Knowledge or experience of the issues facing consumers who find it difficult to get the products and services they need from 'mainstream' providers.

Candidates must demonstrate excellent communication skills and judgement, be able to grasp quickly a wide range of complex financial issues, have a high level of integrity and be able to demonstrate experience of working with senior professionals at Board, Panel or Committee level.

Panel members act in a personal capacity and do not represent particular sectors or interest groups but must be committed to helping consumers get a better deal from the industry and regulatory system.

Panel members commit to a minimum of 35 days per annum according to availability, and fees are paid accordingly.

The FCA values and promotes diversity and is committed to equality of opportunity for all. All appointments are made on merit.

If you would like to discuss these roles, please contact Jane Roskilly at our recruitment partners Audeliss on 07738 888 457. To apply please forward a CV and covering letter to jane@audeliss.com The closing date for applications is **Monday, 15 June 2015**.

