



Career Opportunity **Case Analyst**

WHO WE ARE

The Office of the Arbitrator for Financial Services is an autonomous and independent body setup in terms of Chapter 555 of the Laws of Malta. It has the power to mediate, investigate and adjudicate complaints filed by customers against financial services providers.

PURPOSE OF THE RECRUITMENT

Through this recruitment, we are looking for a suitable applicant to review complaints as directed by the Arbitrator.

WHAT ARE WE EXPECTING FROM THE SELECTED CANDIDATE

If the mediation has not been successful or has been refused, the Arbitrator may appoint a case analyst to look into a complaint formally. The candidate is primarily expected to be conversant with or interested in practical aspects relating to retail financial services. Sound knowledge of financial services regulations would be helpful. The candidate will be expected to analyse the information that is held in the case file in a professional and objective manner, and prepare detailed reports based on such analysis.

The selected candidate may also be required to carry out other complaint-handling duties as well as research on issue areas of relevance to the work of the Office.

Training will be provided as necessary.

WHO MAY APPLY

Candidates are required to have the following minimum requirements:

Qualifications and experience

- A Diploma or a comparable recognised qualification at MQF level 5 or better duly certified by the Malta Qualifications Recognition Information Centre (MQRIC)¹ in financial services;
- Relevant work experience in the financial services sector; and
- Certification or proof of adequate computer literacy.

¹ It is the responsibility of applicants in possession of qualifications awarded by Universities and other similar institutions outside Malta to produce a recognition statement on comparability of qualifications issued by the Malta Qualifications Recognition Information Centre (MQRIC). Applicants should do so preferably at application stage or otherwise at the preliminary interview should an applicant be selected for such interview. Further details are available at <https://ncfhe.gov.mt/en/Pages/MQF.aspx>.

Soft Skills

- Highly motivated team leader with a high degree of self-confidence.
- Exceptional written and verbal communication skills (Maltese and English).
- Inquisitive character, able to handle all types of cases in an assertive and structured manner.
- Able to work and research on own initiative.

THE APPLICATION PROCEDURE EXPLAINED

Applicants are kindly requested to submit a covering letter and a CV by registered post, as follows:

**Office of the Arbiter for Financial Services
Chairman - Selection Board
First Floor, St Calcedonius Square
Floriana FRN1530**

The closing date for applications is 15 November 2019. Applications sent by email or after this deadline will be rejected.

Shortlisted candidates will be required to attend an interview by the Selection Board.

EQUAL OPPORTUNITIES

The Office is committed to a policy of equal opportunity in all aspects of employment and will endeavour to avoid any form of discrimination in its recruitment procedures.

DATA PROTECTION

The processing of personal data shall be in accordance with Regulation (EU) 2016/679 (General Data Protection Regulation), the Data Protection Act (Chapter 586 of the Laws of Malta) and any other relevant European Union and national law. For further details, please refer to the Data Protection Policy on the OAFS webpage www.financialarbiter.org.mt.

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