



## Career Opportunity

# Mediator

### **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 applicants to form part of a team of mediators within the Office of the Arbitrator for Financial Services.

### **ROLE OF THE MEDIATOR**

Following receipt of a reply from a financial services provider to a complaint lodged by a consumer with the Office against such provider, mediation is offered to both parties as the first and most suitable option for resolving the matter. The aim of mediation, which is conducted by a neutral person, is to give both sides the opportunity to develop a shared understanding of the complaint and work towards reaching a solution. Mediation is voluntary and always held in private. Either the customer or the provider can end it at any time. Also, any solution reached in mediation requires both parties to agree.

### **WHAT ARE WE EXPECTING FROM THE SELECTED APPLICANT**

The selected applicant will be required to form part of a team of professional persons tasked with mediating between consumers and financial services providers. The applicant will also be in charge of coordinating the administrative aspects relating to mediation sessions.

We are looking for applicants with a good moral character who have worked in the financial services environment for at least three years. Possession of a relevant University degree or equivalent would be essential.

Training will be provided as necessary. The applicant will lead by example, ensuring that mediation is conducted fairly, independently and impartially.

## **WHO MAY APPLY**

We are looking for applicants who possess the following requirements:

### *Qualifications*

- A certificate, diploma or a comparable recognised qualification at MQF level 5 or better duly certified by the Malta Qualifications Recognition Information Centre (MQRIC)<sup>1</sup> in financial services, mediation or other related disciplines; and
- ECDL certification or proof of adequate computer literacy.

### *Experience*

- At least three years' work experience in a financial services environment.

### *Soft Skills*

- Highly motivated team player with a high degree of self-confidence.
- Very good written and verbal communication skills.
- Temperate character, exceptional at solving problems.
- Willing to learn and research on a wide range of different financial products and services.
- Able to handle all types of cases and situations calmly, in a dignified manner and with full respect to the parties to the complaint and the mediation process.

## **THE APPLICATION PROCEDURE EXPLAINED**

Applicants are kindly requested to submit a covering letter, a CV and a recent (not older than two months) of their police conduct certificate (in original) by registered post or delivered by hand (working days, from 9am to 3pm) addressed to:

**The Arbiter for Financial Services  
First Floor, St Calcedonius Square  
Floriana FRN1530**

Applicants are to include a declaration that information provided in their covering letter and CV is correct and complete to the best of their ability. Any false statement, omission or misrepresentation, even if unintended, may lead to the cancellation of the application.

**Applications have to be submitted by not later than 12 October 2018 at 2pm.** Shortlisted applicants will be required to attend for an interview by a Selection Board and possibly to a second interview if deemed necessary.

The Office will disregard any application received after deadline. Applicants should assess and check before submitting their application whether they fulfil all the requirements as specified above.

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<sup>1</sup> 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. Details can be obtained by accessing the National Commission for Further and Higher Education website on [www.ncfhe.org.mt](http://www.ncfhe.org.mt) under MQRIC heading.

**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 Office shall process personal data in accordance with EU Regulation 2016/679 (General Data Protection Regulation) and any other relevant European Union and national law. Personal data will not be processed for any purpose that is incompatible with that for which the information is collected. This applies in particular to the confidentiality and security of such data.

*Issued: 1 October 2018*