

GOVERNMENT OF MAURITIUS

**SCHEME OF SERVICE SPECIFIED UNDER REGULATION 15 OF THE
PUBLIC SERVICE COMMISSION REGULATIONS**

- Department:** Office of the Ombudsperson for Financial Services
- Post:** Head of Legal and Investigations
- Salary:** Rs 49,250 x 1,650 – 54,200 x 1,700 – 64,400 x 1,800 – 69,800 x 2,000 – 75,800 x 2,150 – 80,100 (12 080 097)
- Effective Date:** 14 October 2022
- Qualifications:**
- A. By selection from among Barristers-at-Law whose names have been entered on and not erased from the Roll of Law Practitioners and who reckon at least five years' standing at the Bar.
- B. Candidates should –
- (i) reckon at least eight years' experience in legal and financial services including three years' experience in regulatory litigation and settlement, legislative drafting and policy development;
- (ii) be able to supervise investigations concerning violations of banking and financial services laws;
- (iii) possess strong leadership and analytical skills;
- (iv) possess strong interpersonal and communication skills;
- (v) be proactive and have a high sense of integrity and professionalism; and
- (vi) be computer literate.

Candidates should produce written evidence of experience/knowledge claimed.


Role and Responsibilities: To provide legal support to the Office of the Ombudsperson for Financial Services with a view to positively contributing towards the achievement of the goals and objectives of the Office of Ombudsperson for Financial Services.

- Duties:**
1. To assist the Ombudsperson for Financial Services in –
- (i) the overall management of cases and dispute resolution;
- (ii) the examination of parties;

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CERTIFIED CORRECT


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S. Nundloll
for Secretary for Public Service

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- (iii) settlement or deliberations;
 - (iv) collecting information, data and materials, as may be required; and
 - (v) counselling and providing authorised information to complainants regarding their grievances and answer queries from members of the public.
2. To supervise investigations, analyse evidence and provide legal advice.
 3. To conduct Hearings presided by the Ombudsperson for Financial Services and examine/cross examine parties.
 4. To participate in mediation sessions and negotiations.
 5. To advise the Ombudsperson for Financial Services on settlement and to draft settlement arrangements.
 6. To assist the Ombudsperson for Financial Services in deliberations by making appropriate judgements based on legal research, evidence and sound analysis.
 7. To identify risk trends, patterns and matters of high regulatory risk and proactively engage with stakeholders and address weaknesses.
 8. To draft and implement guidelines, legislation and policies in line with the strategic objectives of the Office of the Ombudsperson for Financial Services.
 9. To prepare and assist in Court cases, including drafting of pleadings and submissions.
 10. To develop appropriate collaborative mechanisms with other law enforcement agencies by drafting Memoranda of Understanding.
 11. To develop and initiate consumer education programmes.
 12. To monitor the team's effectiveness, ensure capacity development and devise appropriate training for staff.
 13. To use ICT in the performance of his duties.
 14. To perform such other duties directly related to the main duties listed above or related to the delivery of the output and results expected from the Head of Legal and Investigations in the roles ascribed to him.

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