



RECRUITMENT PACK

NON-EXECUTIVE DIRECTOR

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Message from the Chief Ombudsman and Managing Director



Bill Fennell

A handwritten signature in black ink, appearing to read 'Bill Fennell', with a stylized flourish at the end.

Thank you for considering a career with The Motor Ombudsman. This is a pivotal moment to join an organisation that champions fairness and impartiality in resolving disputes within the UK automotive sector.

As the only Ombudsman dedicated to the automotive industry, we operate under a distinctive governance model that blends independence with strong oversight, ensuring transparency and accountability at every stage. We are governed by the Chartered Trading Standards Institute (CTSI's) Approved Code Scheme and the Ombudsman Association's Service Standards Framework, giving both consumers and businesses confidence in the outcomes we deliver.

2025 has marked a significant milestone for us. We are forecast to manage 265,000 consumer contacts and accept more than 12,000 cases into our process - the largest annual volume since our launch in 2016. These figures highlight the growing reliance on our services in a challenging economic climate, where trusted resolution pathways are more important than ever.

Looking ahead to 2026, our priorities include:

- Leveraging AI to enhance efficiency and decision-making quality
- Expanding our accredited network to offer consumers greater choice and confidence
- Investing in training and development for our team and the wider sector
- Increasing awareness of our role as the leading provider of Alternative Dispute Resolution in motoring

If you share our ambition to strengthen consumer trust and elevate industry standards, we'd love to hear from you.

About us

Established in 2016, The Motor Ombudsman is the independent and impartial Ombudsman dedicated solely to the automotive sector, and self-regulates the UK's motor industry through its comprehensive Chartered Trading Standards Institute (CTSI)-approved Codes of Practice. Thousands of businesses, including vehicle manufacturers, warranty product providers, franchised dealers and independent garages, are accredited to one or more of the Codes, which drive even higher standards of work and service, and give consumers added protection, peace of mind and trust during the vehicle purchase and ownership experience.



Our Mission, Vision and Values

Our Mission

To provide the best Ombudsman & dispute resolution service through passionate, engaged people driving excellence in customer service across the automotive sector, work, and inspiring total consumer confidence across the automotive industry

Our Mission is the driver behind how we will achieve our long-term Vision of being the leading Ombudsman and dispute resolution body. We will be doing this by providing the best dispute resolution service through passionate, engaged people driving excellence in customer service across the automotive sector.

Our Vision

To be the leading Ombudsman and dispute resolution body, by excelling in every aspect of our service, being recognised for the quality of our work, and inspiring total consumer confidence across the automotive industry

Our Vision provides greater clarity to our long-term goal and how we envisage our future, thereby helping our staff to understand and buy into our direction of travel. Our Vision is to be the leading Ombudsman and dispute resolution body, by excelling in every aspect of our service, being recognised for the quality of our

Our Values

Our Values have been redefined to resonate with what is important to our staff and the way they interact and connect with one another, our customers, our accredited businesses and our suppliers. We adopted the PRIDE abbreviation for our five Values to reflect the approach, behaviour and attitude of staff. i.e. they feel proud to be part of The Motor Ombudsman and have pride in the work that they do.

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Our Purpose

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What we do

The Motor Ombudsman's role is to ensure that motorists and businesses across the UK benefit from fair, transparent, and efficient services. We provide an impartial platform for resolving complaints related to vehicle sales, servicing and repair, and vehicle warranties, and other motoring issues, helping to maintain confidence in the automotive sector.

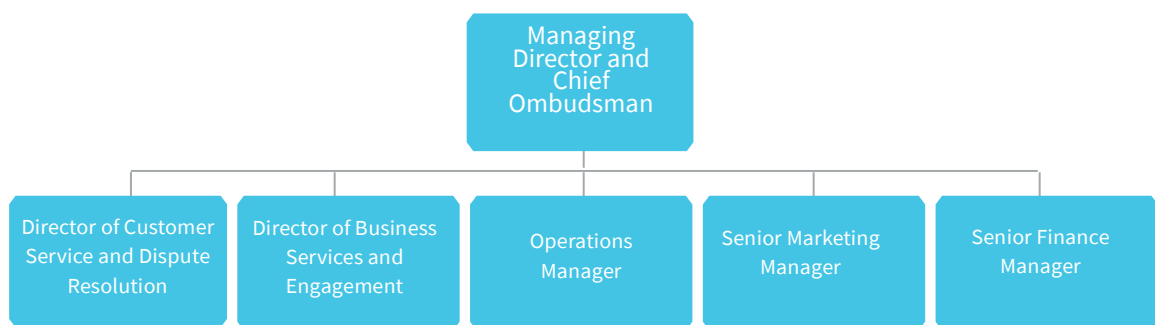
In 2025, we are forecast to manage 265,000 consumer contacts and accept more than 12,000 cases into our service, demonstrating the strong growth trend since our establishment in 2016. Complaints typically relate to areas such as:

- New vehicle warranties
- Vehicle sales and purchase
- Servicing and repairs
- Extended warranty products

We also operate four CTSI-approved Codes of Practice, setting clear standards for businesses and offering consumers mind when choosing accredited garages and dealerships.

Beyond resolving disputes, we actively engage with industry stakeholders to share insights and drive improvements. Through case studies, reports, and training initiatives, we help shape best practice and raise standards across the automotive sector.

Organisation structure



Our four Motor Industry Codes of Practice

The Motor Ombudsman's four comprehensive CTSI-approved Motor Industry Codes of Practice cover the entire customer purchase and vehicle ownership experience, and commit accredited businesses to higher operating standards than those required by law.



First launched in 1976, and endorsed by the Office of Fair Trading (OFT) in 2004, the Motor Industry Code of Practice for **New Cars** ensures that vehicle manufacturers supply new cars and warranties to consumers responsibly. The Code helps to safeguard new car buyers from misleading advertising, and ensures that documentation supplied to consumers is easy to understand, that the terms of a warranty will be respected, and that any complaints will be handled swiftly.



The Motor Industry Code of Practice for **Service and Repair**, introduced in 2008, ensures that consumers receive an honest and fair service when visiting an accredited business's premises for work or repairs on their vehicle. It covers the use of clear advertising, open and transparent pricing, completing extra work only with prior agreement, and the use of competent and qualified staff. All businesses accredited to the Service and Repair Code can be found on The Motor Ombudsman's online Business Finder.



Unveiled in 2009, the Motor Industry Code of Practice for **Vehicle Warranty Products** aims to provide guidelines for the supply of automotive warranties, including coverage of both insured and non-insured products. The Code currently represents about 75% of the industry's major providers that administer over two million products to consumers.



Launched in 2016, the Motor Industry Code of Practice for **Vehicle Sales** focuses on the sale of both new and used cars at an accredited garage, dealership or used car outlet, as well as the supply of finance and warranties. It covers areas, such as the use of transparent wording of advertising and pricing, clear and transparent invoicing, and that the sale of a used car is supported by a vehicle provenance check to ensure that it has not been stolen, written-off and is free of any outstanding finance payments. Businesses accredited to the Vehicle Sales Code can be found on The Motor Ombudsman's online Business Finder.

Our five key imperatives

1 To raise awareness of The Motor Ombudsman amongst consumers

- Consumers and businesses recognise The Motor Ombudsman as the “Industry Quality Mark” and the “go-to” organisation for quality garages, dealerships and automotive-related businesses.
- The Motor Ombudsman is seen as the authority for resolving motoring-related disputes.
- The Motor Ombudsman is endorsed by all accredited businesses and key stakeholders.

2 To demonstrate our effectiveness as an Ombudsman and communicate the value of what we offer to businesses and consumers

- The Motor Ombudsman will have a clear, compelling and tailored business case communicated effectively across all accredited businesses, with The Motor Ombudsman’s Alternative Dispute Resolution (ADR) service embedded into their complaints process.
- The Motor Ombudsman will provide consistent and regular engagement with accredited businesses, and supply

3 To deliver excellence as an organisation

- The Motor Ombudsman will provide an environment which attracts, develops and retains the best talent.
- The Motor Ombudsman will have clearly defined efficient processes and a continuous improvement culture.
- The Motor Ombudsman will be supported by effective IT systems to deliver the business objectives.
- The Motor Ombudsman will continually strive to provide and improve service levels to consumers and businesses, which are consistent across the organisation.
- The Motor Ombudsman will be fully compliant with the Codes of Practice, ADR Regulations and all governance requirements.
- The Motor Ombudsman will improve staff, customer and business satisfaction at every stage of the dispute resolution process. market and individual insight, best practice as well as performance and activity reports.

4 To grow the number of businesses accredited to us in order to provide increased market coverage for consumers across the UK

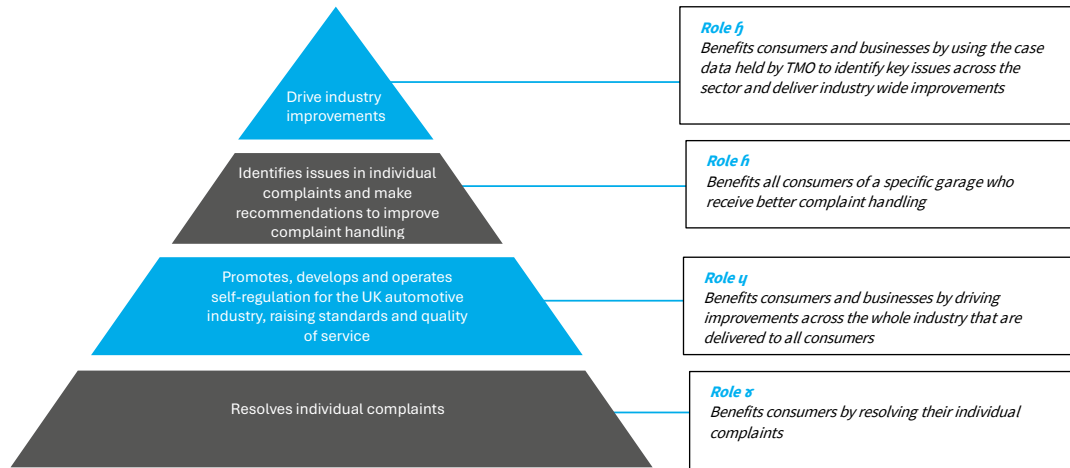
- The Motor Ombudsman is the dominant authority for ADR and setting and raising industry standards and performance across core, adjacent and future markets related to the automotive sector.
- The Motor Ombudsman’s ADR services are available to the highest possible number of automotive consumers, and at no cost to them.
- The Motor Ombudsman will partner strategically with other automotive organisations to increase accredited business volume. The Motor Ombudsman is the dominant authority for ADR and setting and raising industry standards and performance across core, adjacent and future markets related to the automotive sector.
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5 To ensure the financial security of The Motor Ombudsman

- As a not-for-profit organisation, accreditation and case fees will cover The Motor Ombudsman’s base operating costs.

Our role within the automotive industry

Whilst The Motor Ombudsman looks to resolve complaints between consumers and accredited businesses, this forms only part of our core responsibilities as an Ombudsman.



We are tasked specifically with the self-regulation of the UK automotive industry, and to identify key issues to assist in driving even higher standards throughout the consumer purchase and ownership experience, at an independent garage, dealership, vehicle manufacturer and warranty level, and across the automotive industry as a whole.

Further useful information

The Motor Ombudsman's Annual Report

In accordance with the Ombudsman Association's requirements to be open, transparent and accountable, The Motor Ombudsman publishes Annual Reports summarising its performance. These include updates from the Board and Senior Management, insights into the ADR process, case studies for each Code of Practice showing fair and impartial decisions, and key highlights from the year.

 [Read the Annual Report](#)

ICAP Report

The Motor Ombudsman holds the Independent Compliance Assessment Panel (ICAP) three times a year to review selected cases across its four Codes of Practice. These meetings ensure that adjudicator and ombudsman decisions are fair, reasonable, and impartial.

An annual ICAP Report, available to the public, provides a transparent overview of reviewed cases, Code performance, consumer satisfaction survey results, and comments from Panel members.

 [Read the ICAP Report](#)

Case studies

Every year, The Motor Ombudsman helps thousands of consumers and businesses to conclude disputes quickly and fairly. Our website contains summaries of a number of case studies across our four Codes of Practice

 [Read Case Studies](#)

CTSI Schedule 5 & 6 Reports

The Motor Ombudsman provides statistics and commentary as part of the CTSI ADR certification process. The Schedule 5 Report covers the number of contacts and cases submitted to TMO, accepted volumes to ADR and to which Code of Practice they applied, as well as timescales to complete the ADR process.

 [Read the Schedule 5 & 6 documents](#)

Job description

Role: Non-Executive Director (NED) x2

Location: The Motor Ombudsman (TMO). Location Westminster, London

Remuneration: £7,000 per annum Time requirements: Equivalent to circa 12 days a year

Role profile

The general responsibilities of TMO's Non-Executive Directors include working collaboratively with the MD & Chief Ombudsman as well as the senior team in setting the strategic direction of the organisation, ensuring that the Scheme is effective and efficient in resolving disputes, raising awareness of the scheme amongst consumers and ensuring the financial stability of the organisation.

Ideally, the successful applicant will have experience of serving as a Non-Executive Director or trustee with a broad range of experience within either or both the commercial or public sector along with the ability and willingness to contribute to and support TMO's strategic vision, combined with strong interpersonal skills and good independent judgement and of course the ability to give the required time, energy and dedication to the role.

Main responsibilities and duties

- Strategic Guidance: Collaborate with the MD & Chief Ombudsman and fellow Board Members to develop and review TMO's strategic goals, plans, and initiatives
- Governance: Ensure that TMO complies with all applicable laws, regulations, and corporate governance standards.
- Review and approve corporate policies and procedures
- Risk Management: Assess and monitor TMO's risk profile, including financial, operational, legal, and reputational risks. Provide input on risk mitigation strategies.
- Financial Oversight: Review and analysis of financial statements, budgets, and key performance indicators to assess TMO's financial health and performance
- Ensure appropriate and constructive challenge to and effective scrutiny of the executive team
- Ensure the long-term sustainability of the Motor Ombudsman
- Conflict of Interest: Disclose any potential conflicts of interest and abstain from voting on matters where a conflict may exist
- Continuing Education: Stay informed about industry trends, regulatory changes, and best practices in corporate governance through ongoing education and training.

As a Board Member it is expected that you will:

- Attend meetings of the board and other meetings as required and appropriate
- Participate in board committees
- Lead and contribute to projects and corporate activities as determined by the Chief Ombudsman from time to time
- Help champion TMO's commitment to continuous improvement.
- Give the required time, energy and dedication to the role

Person specification

- A broad background from outside of the automotive sector.
- Excellent communication, interpersonal, and leadership skills
- High ethical standards and a commitment to corporate governance principles
- Ability to work collaboratively with other board members and senior executives
- Sound judgment and the ability to provide independent, objective advice
- Each NED will bring a specific skill or expertise to the Board across the following spectrum:
- Experience in Consumer or Government affairs, IT, Risk Management, Compliance and Financial and Performance Monitoring

To ensure the independence of the Board, the post is not open to anyone currently employed by or a partner or shareholder in an automotive related business

We welcome applications from individuals with both public and private sector backgrounds

Notwithstanding professional background, what is most important is the transferability of experience and ability to accelerate progress in all aspects of our work through the appropriate application of knowledge.

Specific backgrounds sought for this appointment

We are looking for individuals from a range of backgrounds and are particularly interested in applicants with experience in:

- Government affairs or public policy
- Complaint handling/ Consumer affairs
- Ombudsman schemes.
- Risk Management
- CTSI, Trading Standards, Which

Core competencies (all Non-Executive Board Members)

- Proven experience as a Non-Executive Director or in a similar governance role
- Ability to contribute to strategic direction
- Understanding of the relationship between the purpose and values of an organisation
- Knowledge and experience of strategic planning and delivery, with ability to scrutinise performance data
- Experience of contributing to the achievement of objectives within time and resource constraints
- Understanding of the role of governance
- Offer appropriate challenge to help achieve the best outcomes for the organisation
- Able to support the executive team whilst holding them to account for their performance
- Willingness to accept shared responsibility for corporate decisions
- Experience of evaluating own performance
- Awareness of equality and diversity issues
- Able to explore and work with values of respect, inclusion, fairness and transparency and what these might mean
- Recognise that addressing equality and diversity is crucial for delivering a user-focused service and ensuring we are accessible to all

Terms of appointment

Remuneration

The Non-Executive Board Member remuneration is 7,000 per year.

Remuneration is taxable under Schedule E and subject to Class I National Insurance contributions. It is not pensionable.

Board Members will also be eligible to claim expenses, according to TMO's policy, for travel and subsistence costs necessarily incurred on TMO's business. In particular, TMO will reimburse:

- Travel expenses to and from home to the TMO Board meeting venue
- Travel and subsistence expenses incurred as part of any work of a member of the Board away from the normal venue.

Time commitment and location

Overall we anticipate that you will spend up to twelve days a year on TMO related activity. This will include attendance at (generally) up to four in person board meetings and one remote meeting annually. In addition, you will be required to consider all relevant papers prior to each meeting and you may be required to devote additional time to TMO, without further remuneration, when it is undergoing a period of particularly increased activity

In addition:

- 1 NED will be required to sit on TMO's Risk Committee which will meet 2 times per year in person. This Committee will review TMO's Risk Register and mitigations required to ensure TMO minimises its risk exposure. The NED will then be expected to report back to TMO Board as to progress.
- 1 NED to sit on the Independent Compliance Assessment Panel (ICAP) which meets three times a year in person. The Panel reviews a selection of cases across TMO's four Codes of Practice that received an adjudication or final decision in order to verify that the outcomes and final decisions reached by the adjudicators and ombudsman respectively are fair, reasonable and impartial.

Length of appointment

The initial appointment will be for a period not exceeding three years. Any Board member may hold office for a maximum of three terms.

Re-appointment can be made at the end of the first and second period of office for a further maximum period of three years, subject to satisfactory performance appraisal and the needs of TMO. However, a degree of change is often appropriate and there should be no expectation of automatic reappointment.

External interests

You should note particularly the requirement to declare any conflicts of interest that arise in the course of TMO's business and the need to declare any relevant business interests, positions of authority or other connections with commercial, voluntary, academic or public bodies.

Candidates may be able to combine board membership with an existing position in a public or private sector organisation, or with an existing non-executive portfolio.

How to apply

To apply for this role, please send us a covering letter that explains why you are interested in the position and how your skills and experience align with the requirements. Your letter should highlight relevant achievements and demonstrate how you can contribute to the future success of the organisation.

Alongside your covering letter, include an up-to-date CV that clearly outlines your professional background, highlighting experiences most relevant to the role.

Please email both documents to HR@tmo-uk.org.

The closing date for applications is: Monday 22nd December 2025

Selection and assessment process

Shortlisting will take place during week commencing 5th January 2026. Candidates who demonstrate that they meet the essential criteria and if required, the desirable criteria, will be invited to attend a competency-based interview.

Interviews, including a presentation, are envisaged to take place during week commencing 12th January 2026. Further details of the process will be provided to candidates invited to interview.

The Motor Ombudsman is an equal opportunity employer

The Motor Ombudsman is committed to ensuring equal opportunity for everyone and we welcome applications from people of all backgrounds and experiences. We strive to foster belonging and empowerment, building a culture where difference is valued and each employee feels respected and able to give their best.

Diversity, equality and inclusion are incorporated in the values of The Motor Ombudsman, underpinning our ability to be a more representative, creative and forward thinking Ombudsman for the motor industry.

As a Disability Confident Committed Employer, we guarantee to interview all disabled candidates who would like to be considered under this scheme and who meet the minimum essential criteria for the role. We support and provide adjustments for disabled candidates, for example:

- Providing support with the application process
- Accepting application by video
- Making alternative arrangements for interview such as date or location
- Allowing extra time for test or interview
- Offering the choice between verbal or written test



If you have a disability and need help with the application process please let us know.

We are also proud to have been awarded the Investors in People Gold Award

The Motor Ombudsman has gained Gold accreditation from Investor's in People (IIP), the international benchmark for workplace standards and people management, which reflects our long-term commitment to talent progression, productivity, employee engagement and wellbeing.





WWW.TheMotorOmbudsman.org