



CENTRAL BANK OF  
TRINIDAD & TOBAGO

The Central Bank of Trinidad and Tobago (CBTT) was established by an Act of Parliament on December 12, 1964. At that time, it was given the following mandate, which remains its mission statement to this day:

*"The Bank shall have as its purpose the promotion of such monetary, credit and exchange policies as would foster monetary and financial stability and public confidence and be favourable to the economy of Trinidad and Tobago."*

CBTT is widely respected as a monetary policy authority and guardian of financial stability grounded in international best practices. Its policies are credible and transparent and inspire confidence in the domestic currency. Its actions foster the growth and development of the economy and improve the well-being of our citizens.

As a knowledge-based institution, CBTT will provide visionary and dynamic leadership and work to position Trinidad and Tobago as the financial centre of the region.

**HRC** Associates  
Recruitment &  
Management Consultants

*We would like to thank all applicants for their interest. However, we wish to advise that only those candidates considered will be contacted.*

# ASSISTANT MANAGER, OFFICE OF THE FINANCIAL SERVICES OMBUDSMAN

The Central Bank of Trinidad and Tobago (CBTT) is seeking to recruit a talented and highly motivated individual for the role of Assistant Manager, Office of the Financial Services Ombudsman (OFSO) and National Financial Literacy Programme (NFLP). Within the CBTT, The OFSO is responsible for providing redress to financial consumers, addressing market conduct issues alongside the Financial Institutions Supervision Department and advancing the CBTT's financial literacy and inclusion agenda.

The ideal candidate must understand CBTT's role in economic and financial development, the optimal functioning of financial markets, and financial consumer protection. Through the NFLP, the incumbent is also required to provide the public with the tools and skills necessary to make wise financial decisions and address financial issues with confidence and knowledge. The position reports directly to the Financial Services Ombudsman (FSO) and works closely with other members of Senior Management in undertaking its responsibilities.

Primary responsibilities include conducting research and providing policy advice in keeping with the department's mandate; monitoring, analysing, summarising and reporting significant industry trends and emerging issues related to initiatives, products and practices of banks, insurance companies and other regulated entities; supporting the FSO in public awareness and education campaigns and initiatives to enhance financial literacy; and managing and providing guidance and direction to a team of experienced staff and preparing annual budgets and work programmes.

The ideal candidate will have a first Degree (at least Lower Second Class Honours) in Finance, Accounting, Economics or a related field, and at least ten (10) years' relevant experience with at least five (5) years at a senior level. He/she would have a solid understanding of CBTT's goals and mandate as well as knowledge of economic, financial and monetary issues. Knowledge of financial products and services, such as general insurance instruments and mortgages will be a definite asset. The preferred candidate will be an adept communicator with strong interpersonal and influencing skills.

If you are confident that you meet the foregoing qualifications and wish to be confidentially considered for this opportunity, please email your CV and covering letter to: [careers@hrc-associates.com](mailto:careers@hrc-associates.com)

Kindly address covering letters as follows: Senior Consultant, HRC Associates Limited, #3 Marli Street, Queen's Park West, Port of Spain, Trinidad & Tobago.

**Closing Date: March 12, 2023**