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| Job Title | Investigations Manager |
| Team | Professional Conduct Team |
| Reporting to | Head of Professional Conduct Team |
| Responsible for | Reporters to the Professional Conduct Sub-Committee |
| Job purpose | The purpose of the role is to manage a team investigating conduct complaints about Scottish solicitors, ensuring team performance and productivity, and compliance with relevant policy, process and procedures. |
| Key responsibilities | Lead and support a team of Reporters, ensuring that conduct complaints about solicitors are handled to a high standard in accordance with procedures, standards, deadlines and key measures. This includes providing guidance, supervision, building capacity and addressing any performance issues constructively.  Provide support and advice to the team and all staff in the Professional Conduct Team.  Develop and implement improved processes, policies and practices to ensure work is handled efficiently.    Monitor management information to identify trends and improve performance.  Liaise with key stakeholders including the Scottish Legal Complaints Commission, Committees and parties to complaints and their agents, to ensure constructive and effective working relationships are maintained.  Prepare and present training to keep colleagues informed about developments in regulatory best practice and administrative law.  Support the Law Society to respond to press enquiries relating to investigation work.  Carry out any other reasonable duties that may be required by the Head of Professional Conduct, including deputising, to deliver an effective service. |
| Date | TBC |

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|  | Essential | Desirable |
| Qualifications & training | LLB and Diploma in Legal Practice  A Scottish solicitor with a current practising certificate | Notary public |
| Work experience | Significant experience of at least one of the following: professional regulatory or disciplinary proceedings; litigation; or administrative law  Experience of managing a team  Demonstrable success in change management and performance or process improvement initiatives  Experience of developing and delivering priorities within operating plans which align to organisational strategic objectives  Used to handling a high-volume workload in a fast-paced environment, working to strict timescales  Well-developed IT skills across a range of business systems including Microsoft Applications (including Teams, video conferring applications and case management systems | Experience of handling legal complaints  Experience of a compliance or complains handling role in a law firm  Experience of working as an in-house lawyer  Track record of working successfully with committees  Project management experience  Experience of reviewing detailed written work and providing guidance to improve quality |
| Knowledge & skills | Highly developed interpersonal and communication skills  Ability to lead and motivate a team  Excellent analytical skills and ability to understand and solve complex problems  Ability to understand and consider broader organisational and strategic context  Well-developed planning and organisational skills |  |
| Competencies & values | Demonstrate our values of respect, openness, progress, integrity and inclusion  Demonstrate our competencies of personal responsibility, expertise and judgment, building relationships and innovation  Team player  Motivated to deliver change and improved performance  Strong self-awareness including personal resilience, recognising impact on others and a commitment to learning |  |
| Other | Some out of hours work required  Able to work effectively from home and from our office in Edinburgh |  |