|  |  |
| --- | --- |
| 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 |

|  |  |  |
| --- | --- | --- |
|  | Essential | Desirable |
| Qualifications & training | LLB and Diploma in Legal PracticeA 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 lawExperience of managing a teamDemonstrable success in change management and performance or process improvement initiativesExperience of developing and delivering priorities within operating plans which align to organisational strategic objectivesUsed to handling a high-volume workload in a fast-paced environment, working to strict timescalesWell-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 complaintsExperience of a compliance or complains handling role in a law firmExperience of working as an in-house lawyerTrack record of working successfully with committeesProject management experienceExperience of reviewing detailed written work and providing guidance to improve quality |
| Knowledge & skills | Highly developed interpersonal and communication skillsAbility to lead and motivate a teamExcellent analytical skills and ability to understand and solve complex problemsAbility to understand and consider broader organisational and strategic contextWell-developed planning and organisational skills |  |
| Competencies & values | Demonstrate our values of respect, openness, progress, integrity and inclusionDemonstrate our competencies of personal responsibility, expertise and judgment, building relationships and innovationTeam player Motivated to deliver change and improved performanceStrong self-awareness including personal resilience, recognising impact on others and a commitment to learning  |  |
| Other | Some out of hours work requiredAble to work effectively from home and from our office in Edinburgh |  |