Law Society of Scotland

Job Title	Reporter
Team	Regulation
Reporting to	Manager within Professional Conduct Team
Job purpose	To investigate conduct complaints about Scottish solicitors and prepare recommendations for the independent Professional Conduct Sub-committee (**PCSC**) to consider.
Key responsibilities	• Manage a varied caseload of investigations about the conduct of Scottish solicitors, progressing cases effectively in accordance with procedures, standards, deadlines and key measures. • Ensure investigations are dealt with in a timely manner by prioritising work independently, managing your own workload and using problem solving skills to balance competing demands. • Conduct robust, proportionate and fair investigations through effective investigation planning and case management. • Obtain, analyse and assess all relevant information required for the effective investigation, applying good attention to detail, awareness of the relevant legal framework and the wider regulatory environment. Identify and research relevant points of law that may be material to the determination of the complaint. • Write well-reasoned recommendations which: clearly identify the issues; present the information obtained in a well-structured, clear and succinct way; and make recommendations about what action the PCSC should take in accordance with policies and previous cases. • Ensure prompt responses are provided to communications from parties and parties are kept informed in accordance with our policies and service standards. Communicate sensitively, effectively and professionally with parties, witnesses and others. Identify where parties are vulnerable and may require additional support. • Produce high-quality written correspondence and documents.

- Maintain accurate records and case information.

- Manage large volumes of sensitive information in accordance with data protection legislation and our data management policies and procedures.

- Develop improved ways of working and assist with the implementation of change within the team.

- Carry out any other reasonable duties that may be expected.

	Essential	Desirable
Qualifications & training	• LLB and Dip LP • A Scottish solicitor with a current practising certificate	• Notary Public
Work experience	• Experience of managing a varied investigation or complaints caseload in accordance with procedures and key measures • Experience of working under pressure in a busy and demanding environment, working independently and problem solving to manage competing deadlines and priorities • Experience of communicating sensitively and professionally with a range of stakeholders with different interests and needs • Experience of analysing high volumes of information and producing clear and succinct written reports or recommendations • Experience of adapting and contributing to change in the workplace • Experience of working across a range of business systems including Microsoft Office (including Teams), video conferencing applications and case management systems	• Practised as a solicitor • Experience in matters of professional regulation and discipline
Knowledge & skills	• High level of planning and organisational skills	

- Well-developed interpersonal and communication skills

- Strong analytical skills and ability to understand and solve complex problems

Competencies & values	- Demonstrates our values of respect; openness; progress; integrity; and inclusion - Demonstrates our competencies of personal responsibility; expertise and judgment; building relationships; and innovation - Team player - Motivated to contribute to change, improved performance and continuous improvement - Strong self-awareness including personal resilience, recognising impact on others and a commitment to learning
Other	Ability to work effectively from home and also work from our Edinburgh office as required