



Position title: National Complaints Manager

Department: Regulatory

Reports to: General Manager Professional Standards (Regulatory)

Location: Wellington

About the Law Society

The New Zealand Law Society Te Kāhui Ture o Aotearoa (Law Society) is the professional body for barristers and solicitors in Aotearoa New Zealand. The Law Society regulates all lawyers practising in New Zealand and is a membership organisation for practising lawyers. With 13 branches throughout the country, the Law Society is the kaitiaki (guardian) of the practice of law in New Zealand and of the consumers of legal services.

Position Purpose

To lead and oversee the Law Society's Lawyers Complaints Service ensuring the Law Society meets its statutory obligations as required by the Lawyers and Conveyancers Act 2006 and that the Law Society is innovative and responsive in delivering a complaints service for the benefit of consumers and lawyers. Reporting to the General Manager Professional Standards, you will be a key member of the Professional Standards leadership team, supporting the Law Society to deliver its regulatory strategy and be an effective regulator.

Delegations

- Accountable for:
 - Regional Manager Lawyers Complaints Service
 - Manager, Early Resolutions (ERS) and Frontline
 - Manager, National Standards and Investigations (NSI)

Key Internal Relationships

- General Manager Professional Standards (Regulatory)
- Chief Executive
- Professional Standards Officers
- Lawyers Standards Committees
- Chief Legal Counsel Professional Standards
- Prosecutions Manager
- Law Society Managers and staff
- President, Board and Council

Key External Relationships

- Legal Complaints Review Officer (LCRO)

- Ministry of Justice (Legal Aid and other departments)
- New Zealand Lawyers and Conveyancers Disciplinary Tribunal (NZLCDT)
- Members of the public

Accountabilities, Responsibilities and Performance Measures

Accountabilities/Responsibilities	Performance Measures
<p>Leadership</p> <ul style="list-style-type: none"> • Proactively contribute to the implementation of the Regulatory strategy and ensure this is reflected in the Professional Standards business plan. • Review the effectiveness of the LCS and implement change required to deliver an effective and efficient complaints service for the benefit of consumers and lawyers. • Participating and contributing the regulatory reform response programme. • Contribute to the implementation and embedding of the Law Society’s lawyer’s wellbeing strategy. • Implement, embed, and oversee an internal staff wellbeing strategy for the LCS. • Be an active member of the Professional Standards leadership team. 	<ul style="list-style-type: none"> • Champion the Law Society’s and the Professional Standards Group’s strategic direction and values.
<p>Management of the LCS</p> <ul style="list-style-type: none"> • Foster an environment within the LCS where team members can thrive and deliver outcomes in line with regulatory framework. • Lead and champion identified initiatives and changes to deliver on the LCS’s strategic and operational priorities. • Build capability within the LCS to support operational performance. • Overall management and delivery of the LCS and the timely resolution of complaints, including the effective delivery of the Early Resolution Service (ERS) and National Standards and Investigations team (NS&I). • Oversee and work with the communications team on the delivery of the Lawyers Complaints Service’s consumer engagement programme. • Model exemplary management and leadership behaviours in accordance with the Law 	<ul style="list-style-type: none"> • Staff are aligned on the delivery of the LCS and the Law Society’s regulatory functions. • The LCS team are performing to a high standard and processes are compliant and fit for the future. • The provision of the LCS is aligned with the Law Society’s purpose, vision and values. • Each team member understands their contribution to the LCS and active engages in achieving KPIs. • The LCS including ERS and NS&I are performing to a high standard. • The profession and public has confidence in processes and procedures of the LCS including the ERS and NS&I teams. • Staff in the LCS, including the Regional, ERS and NS&I Managers, are provided support, coaching, mentoring and effective performance management. •

<p>Society's values.</p> <ul style="list-style-type: none"> • Support the delivery of key performance indicators and establish clear expectations, and performance standards with direct reports and the wider LCS, ensuring regular performance management and development occurs. • Encourage an engaged LCS that works collaboratively with other areas of the Law Society. • Coach, mentor, and develop staff to meet the needs of the LCS now and in the future. 	
<p>Stakeholder Management</p> <ul style="list-style-type: none"> • Develop and maintain proactive relationships that build trust, confidence, and strategic alliances with our key stakeholders, including, <ul style="list-style-type: none"> ○ Ministry of Justice ○ LCRO • Lead engagement with stakeholders, including, <ul style="list-style-type: none"> ○ Provide content and insights for relevant articles for the Law Society's Law Talk issues on trends & insights on complaints handling. ○ Facilitating seminars for the profession on trends & insights in relation to the LCS. • Develop effective working relationships with other Law Society managers and staff to transfer knowledge and learning to the wider organisation. 	<ul style="list-style-type: none"> • Achieved as required

<p>Reporting</p> <ul style="list-style-type: none"> • Provide fit for purpose, regular reporting to the General Manager Professional Standards and ensure they are across key aspects of the LCS, reporting metrics and trends. • Preparation and delivery of the annual report, Board, and Council reports, in so far as these relate to the LCS. • Preparation of statistical and complaints analysis identifying trends in relation to the LCS. • Preparation of legal aid complaint reports for dissemination to Ministry of Justice. 	<ul style="list-style-type: none"> • Achieved as required
<p>General Accountabilities</p> <ul style="list-style-type: none"> • Lead and manage the appointment process of potential standard committee members to ensure appointments reflect a board spectrum of experience, skills, and diversity across the standards committees. • Work with the in-house legal team to ensure the timely publication of standards committee decisions (as ordered by standards committees). • Lead the implementation and ongoing maintenance of electronic provision of papers to standard committees. • Ensure all relevant standard committee orders are processed through our established compliance process. • Any other duties as reasonably required by your direct manager. • 	<ul style="list-style-type: none"> • General accountabilities are achieved to a high standard.

As a member of the Professional Standards leadership team the National Complaints Manager is required to demonstrate leadership of all health and safety matters within their area of responsibility. This means ensuring that the Law Society complies with its obligations under the Health and Safety at Work Act 2015, and that staff are operating in an environment where health and safety hazards and

risks are appropriately identified, eliminated, and mitigated so far as is reasonably possible. Specific responsibilities for this role are:

- ensure that the health and safety resources and processes are in place and are being appropriately used.
- engage with staff and contractors to enable proactive participation in matters related to health and safety.

Qualifications, Skills, Knowledge, and Experience

To be effective in the position of National Complaints Manager you must have the following qualifications, knowledge, and experience:

A qualification in law with a minimum of 5 years' experience.

- Strong ability for legal analysis.
- Ability to lead, mentor and develop a team.
- Ability to arrive at creative solutions.
- Ability to provide precise legal advice and take a strategic approach when required.
- A high standard of written and oral communication skills is essential. Written skills must include the ability to produce concise, well-structured, and well-reasoned material.
- Relationship building and problem-solving skills.
- Experience in complaints handling is desirable.
- Technical statistical ability including the ability to undertake root cause analysis and identify trends.
- Empathy with both members of the public and legal profession.
- Ability to perform under pressure, including the ability to prioritise, implement systems, meet deadlines and to plan and structure workload.
- Ability to communicate at all levels and to present to members of the profession.
- Good judgement and a high level of discretion.
- Excellent computer skills.