New Zealand Law Society
Te Kāhui Ture o Aotearoa

Position Description

CONSUMER & CONDUCT COMPLAINTS LEAD

Tō mātou whakakitenga - Our Vision

All people in Aotearoa benefit from a strong, progressive and trusted legal profession.

He kupu mō mātou - About us

The New Zealand Law Society Te Kāhui Ture o Aotearoa (Law Society) is the professional body for barristers and solicitors in Aotearoa New Zealand. We regulate all practising lawyers and serve as a national membership organisation, supported by branch offices throughout the country.

As kaitiaki (guardian) of an exemplary legal profession, we uphold kaitiakitanga, manaakitanga, and pono in all that we do. These values guide how we work together, how we serve and support the legal profession, and how we contribute to the wellbeing of people and communities.

Ō mātou uara - Our values

Kaitiakitanga – tāria te wā	Manaakitanga	Pono
Kaitiakitanga means guardianship and protection, and tāria te wā shows progression and momentum. It means that we support the profession and consumers responsively and effectively; nurture and embed best practice; and think forward and progressively.	Manaakitanga means that we work together with a spirit of generosity and respect for all. We listen well and show care for the people and communities we interact with.	Pono is about being true, honest, genuine, trustworthy and sincere. It means we do what's right and what we say we will. We take ownership of what we do and stand strong when needed.

Ngā Taipitopito Tūranga - Role Details

Department	Professional Standards	**Team**	Lawyers Complaints Service
Reports to	Complaints & Resolution Manager	**Location**	Auckland/Christchurch/Wellington

The purpose of the role is to lead and oversee the efficient, effective and consistent management of consumer and conduct complaints and reports received by the Lawyers Complaints Service (LCS), including those of a sensitive, high-profile or high-risk nature, in line with statutory requirements and regulatory best practice.

Āu ake mahi - What you'll do

Accountabilities	Deliverables
Operational Leadership and Service Delivery Lead and oversee the performance of the Consumer, Conduct, and Conduct & Reports functions within the LCS.	• Ensure complaint and report processes are streamlined, fit for purpose and compliant with the Lawyers and Conveyancers Act 2006 (Act) and relevant regulations. • Monitor the performance and processes of the Consumer, Conduct, and Conduct & Reports teams, including identifying any emerging risks or issues and escalating these as required. • Oversee performance metrics such as response times, re-work, and process experience indicators. • Ensure the consistency, quality and timeliness of work across the Consumer, Conduct, and Conduct & Reports teams, including maintaining strong oversight of capacity and workload (not day-to-day allocation) and undertaking quality assurance and document review. • Ensure best practice in the handling of sensitive complaints and that staff are adequately trained in dealing with these matters and have adequate debriefing and supervision (if necessary). • Manage and resolve issues escalated by Team Leaders. • Support staff to calmly manage competing priorities and large workloads. • Ensure the maintenance of electronic complaint files and records, including the CMS. • Build capability and consistency in decision-making. • Sit on an internal Standards Committee, if required. • Ensure compliance with document management and records retention protocols.

Accountabilities	Deliverables
Quality Assurance and Continuous Improvement Oversee quality assurance frameworks and continuous improvement initiatives within and for the Consumer, Conduct, and Conduct & Reports teams, in line with regulatory best practice.	• Establish and review clear and consistent performance expectations and service standards for the Consumer, Conduct, and Conduct & Reports teams and ensure those measures are consistently achieved. • Monitor and maintain quality standards and consistency of documentation and processes across Consumer, Conduct, and Conduct & Reports activities. • Regularly review complaint documentation and report on findings and improvements as necessary. • Actively monitor performance data and complaint trends to support evidence-based process improvements and identify guidance and information that would assist the profession and consumers. • Maintain the accuracy and relevance of the Complaint Manual as it relates to Consumer, Conduct, and Conduct & Reports functions. • Translate strategic priorities, policies and procedures into practice, and work closely with Team Leaders to identify capability gaps and to build shared understandings of processes across teams. • Actively participate in and promote operational improvement projects and initiatives and encourage innovation and problem solving across the Consumer, Conduct, and Conduct & Reports teams and other parts of the LCS. • Support organisational change and transformation programmes. • Contribute as required to reporting on the LCS, including to the Board, Council or other stakeholders. • Ensure the Consumer, Conduct, and Conduct & Reports teams maintain compliance with legislation, policies, practice guidance and service standards.
Leadership Foster a culture of professionalism, continuous improvement and wellbeing that reflects the Law Society values.	• Effectively lead, develop and performance manage staff, positively influencing their progress and success. • Develop and implement annual learning and development programmes for staff and Standards Committee members. • Effectively manage workloads. • Ensure ongoing technical development of Consumer, Conduct, and Conduct & Reports staff, including the implementation of the CMS and other technical

Accountabilities	Deliverables
	systems, so that key performance requirements are met and staff can competently and confidently undertake complex complaint work. • Conduct regular team meetings to share information, learnings and progress on performance measures, and to update staff on new processes and/or policies. • Support Team Leaders to achieve team and business objectives, identify personal development opportunities, and recognise areas of improvement. • Support Team Leaders with complex operational, people or stakeholder matters. • Lead the effective recruitment and induction of new staff.
Risk Management Identify and manage operational, regulatory and reputational risks as they relate to the work of the Consumer, Conduct, and Conduct & Reports teams and the wider LCS.	• Ensure complaints are managed within legislative, regulatory and organisational governance requirements. • Oversee receipt, timely progress and reporting on reports, sensitive complaints and high-risk matters received by the Reports team. • Provide advice and analysis to decision-makers. • Coordinate organisational responses where multiple stakeholders or functions are involved. • Identify and manage operational, regulatory and reputational risks, ensuring escalation pathways are applied appropriately. • Monitor emerging complaint trends and systemic issues. • Establish a mechanism for escalating risks and significant matters appropriately. • Support reporting to the Board, Council and senior leadership. • Contribute to governance reporting and strategic planning activities. • Promote sound judgement and risk-aware decision-making across teams.
Stakeholder Engagement Build and maintain positive working relationships with	• Maintain oversight of standards committee workflows and support arrangements. • Ensure consistent, effective and quality operational support, development and training are provided to standards committees.

Accountabilities	Deliverables
internal and external stakeholders.	• Support Team Leaders in managing Standards Committee relationships and priorities. • Support education and engagement initiatives. • Support opportunities for complaints education and training for the profession. • Support the development of information for consumers to assist with their understanding of the complaints process.
Additional duties	• All other reasonable activities, projects or duties that may be required by your manager.
Health and Safety Promote and support a safe, healthy, and compliant workplace by fostering a proactive health, safety, and wellbeing culture.	• Manage your own health, safety and wellbeing. • Contribute to a safe workplace. • Report and escalate incidents and near misses appropriately. • Ensure that 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.
Cultural competency Fosters an inclusive environment where diversity is valued and everyone feels respected, supported, and able to contribute.	• Incorporates tikanga Māori and te ao Māori into work in a culturally safe and appropriate way. • Engages effectively with Māori, Pacific peoples, and other cultures, adapting approach with cultural awareness and seeking guidance where needed. • Contributes to a culturally capable workplace by role-modelling inclusive behaviours and supporting ongoing learning. • Incorporates Māori greetings and terminology where appropriate, showing commitment to continuous learning.

Ngā tohu me ngā wheako - Qualifications and experience

Qualifications	• A legal qualification and the ability to obtain a New Zealand practising certificate. • The ability to meet the requirements of a Lawyers Standards Committee lawyer member (Regulation 15 - Lawyers and Conveyancers Act (Lawyers: Complaints Service and Standards Committees) Regulations 2008).

Experience and knowledge	• A minimum of seven years' experience in a regulatory, complaints, investigations or dispute resolution environment. • Prior experience leading a team (including performance management) responsible for a regulatory, compliance or complaints function. • The ability to understand and apply regulatory and legislative frameworks, policies and procedures, including the Act, associated regulations and other relevant legislation. • Confidence applying initiative, identifying areas for improvement, developing solutions, and making appropriate recommendations when action is needed. • Experience in, and comfort with, managing your own work, including multiple competing priorities, backlogs and risks in a fast-paced environment. • Experience leading others through pressure, complexity, and ambiguity, including managing the work of others in a high-volume environment and maintaining consistency of quality. • The ability to communicate clearly, calmly, and professionally with stressed, emotional, or distressed parties and to employ de-escalation techniques when necessary. • Excellent verbal and written communication skills, including the ability to present and to engage constructively with scrutiny, review and challenge. • Strong presentation and public speaking skills, with the ability to prepare for and present at seminars, conferences, and professional forums. • Experience supporting and engaging competently in policy framework design and development and helping to translate policy into actionable, operational improvements. • Experience providing technical guidance and subject matter expertise to leaders and team members. • Strong collaboration, relationship building, and stakeholder engagement skills, with the ability to represent and advocate for the Law Society's position with internal and external stakeholders, including Standards Committees. • A high degree of professionalism, discretion, resilience and self-management. • The confidence and credibility to communicate and explain Law Society positions, including in situations where stakeholders may disagree with the outcome or approach. • Strong working knowledge of the Microsoft Office suite, with the ability to quickly learn and adapt to new systems and technology.

Ngā Pūkenga mahi - Role dimensions

Direct reports	3	**Indirect reports**	22
	• Consumer Team Leader • Conduct Team Leader • Conduct & Reports Team Leader		• Senior Professional Standards Officers • Professional Standards Officers • Senior Professional Standards Administrators • Professional Standards Administrators

Key relationships

Internal	• Consumer, Conduct, and Conduct & Reports teams • Complaints and Resolution Manager • Frontline & ERS Lead • Technology & Support Lead • Investigations Lead • Policy & Programmes Lead • Lawyers Standards Committees • LCS Team Leaders and other staff • General Manager Professional Standards • Chief Legal Counsel – Professional Standards • Prosecutions Manager • Other Professional Standards teams • Other Law Society managers and staff (P&C, Marcomms) • Executive Leadership Team (ELT) • President, Law Society Board and Council	**External**	• Standards Committees • Legal Complaints Review Officer (LCRO) • Ministry of Justice (legal aid and other departments) • Legal practitioners and law firms, including non-lawyer employees • External service providers • NZ Lawyers and Conveyancers Disciplinary Tribunal • Members of the public

Tirohanga whānui o ngā pūkenga matua - Capability Framework

Capability Level	Leading Leaders Capability Framework Handbook.docx
Description	Enables strategic decision-making and cross functional leadership, makes complex decisions with an organisation-wide impact, and influences senior stakeholders while balancing independence with collaboration.