New Zealand Law Society
Te Kāhui Ture o Aotearoa

Position Description

LCS SUPPORT TEAM LEADER

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	Technology & Support Lead	**Location**	Auckland/Christchurch/Wellington

The purpose of the role is to expertly lead, monitor and manage the performance of the LCS Support team, ensure efficient, effective and consistent high-quality administrative support is provided to the Lawyers Complaints Service (LCS), and drive service excellence, continuous improvement, and operational effectiveness through data-driven insights, collaborative leadership, stakeholder education, and the implementation of innovative practices.

Āu ake mahi - What you'll do

Accountabilities	Deliverables
Operational Leadership and Service Delivery Lead and oversee the day-to-day performance of the LCS's support function.	• Ensure LCS support functions are managed within legislative, regulatory and organisational requirements. • Partner with Leads and Team Leaders to ensure the efficient and effective delivery of complaint administration services across the LCS. • Oversee and ensure that administrative processes are streamlined, fit for purpose and support efficiency and compliance with complaint handling requirements. • Maintain day-to-day oversight of and report on team capacity, workload trends and service delivery. • Actively manage backlogs, service pressures and competing priorities. • Ensure that the LCS Support team is equipped to resolve administrative queries independently. • Oversee the quality of complaint files being prepared for the LCS, the Prosecutions team and the Legal Complaints Review Officer (LCRO). • Manage resource allocation and planning, including skill gap identification and advocacy to ensure that current and future workflow demands are met. • Support staff to manage operational issues, competing priorities and large workloads. • Manage interactions with the public or profession which have been escalated by staff. • Ensure the maintenance of electronic files and records, including the CMS, in accordance with operating processes and policies.
Leadership	• Lead, coach and develop a high-performing team to consistently achieve performance measures.

Accountabilities	Deliverables
Build team capability, engagement and accountability in a way that reflects the Law Society values.	• Constructively and proactively monitor and manage individual performance, raising and resolving staff issues immediately and with professionalism. • Set staff goals alongside team members, ensuring their ongoing technical development, and lead development and performance discussions. • Support team members to identify learning and development needs and assist in the facilitation of training to ensure the team can competently undertake LCS support work. • Support team members to problem solve and consistently produce high-quality work, and provide timely feedback on their performance. • Undertake the effective recruitment and induction of new staff. • Conduct regular team meetings to share information, learnings, and progress on performance measures and to update staff on new processes and/or policies. • Attend, engage in and contribute positively to any team, LCS leadership, LCS, Professional Standards or Law Society meetings, forums, training sessions or workshops. • Contribute to reporting for leadership, governance groups and other stakeholders. • Role model appropriate communication, office etiquette and professionalism in all dealings and ensure that Team members conduct themselves professionally at all times.
Risk Management Identify and escalate operational, regulatory and reputational risks as they relate to the work of the LCS Support team.	• Identify trends and issues within LCS Support work. • Identify and escalate required amendments to complaint policies, procedures, guidance and practice notes as they relate to LCS Support work. • Provide advice and analysis to decision-makers. • Promote and utilise sound judgement and risk-aware decision-making. • Support the implementation of risk management and compliance initiatives.

Accountabilities	Deliverables
Quality Assurance and Continuous Improvement Monitor and manage team performance, service outcomes, quality assurance checks and improvement initiatives.	• Monitor performance metrics in relation to LCS Support functions and processes and work alongside the team to adjust ways of working if performance is being affected. • Contribute to the development and maintenance of quality assurance frameworks and standards. • Proactively review LCS Support processes and adjust allocation of resources to tasks if needed. • Provide recommendations to improve operational performance and service delivery in line with regulatory best practice. • Implement and actively support improvement initiatives in the LCS Support team, including improvement in systems and user experience. • Work closely with other Team Leaders to implement any changes in the LCS Support functions that have flow-on effects to other teams. • Ensure compliance with legislation, policies, practice guidance and service standards, including escalating recommended changes to the Complaint Manual as they relate to LCS Support functions. • Conduct regular quality reviews and checks of complaint files, correspondence, memoranda, committee documentation and records. • Collect, review and report on complaint data, identify trends and issues and use these to inform education and training programmes. • Monitor work being undertaken to proactively identify risks which may justify early escalation. • Assist the Technology & Support Lead to champion safe and responsible use of Artificial Intelligence (AI), automation and other digital solutions in complaint work.
Stakeholder Engagement Build and maintain positive working relationships with internal and external stakeholders.	• Act as the primary point of contact for matters relating to LCS Support work. • Monitor stakeholder feedback and emerging issues and escalate risks and opportunities as appropriate. • Support education and engagement initiatives.

Accountabilities	Deliverables
Additional duties	• Undertake any 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.	• Take responsibility for your own health, safety and wellbeing. • Contribute to a safe workplace. • Report and escalate incidents and near misses appropriately. • 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.
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 relevant tertiary qualification (for example, in law, information and communications technology or business administration).
Experience and knowledge	• A minimum of five years' experience leading administration or support teams in a high-volume complaints or regulatory environment. • Prior experience managing teams and individuals, including performance management experience. • An understanding of technology-enabled service delivery and an interest in leveraging digital tools, automation and AI to improve operational effectiveness.

	• Strong analytical skills and the ability to understand and apply regulatory and legislative frameworks, policies and procedures, including the LCA, associated regulations and other relevant legislation. • Comfort navigating ambiguity and applying judgement where guidance is limited or evolving. • Experience leading teams that handle sensitive documentation and deal with emotionally charged, complex or distressed parties. • The ability to communicate clearly, calmly, and professionally with stressed, emotional, or distressed parties, to employ de-escalation techniques when necessary, and to coach and develop others to do the same. • The ability to explain processes and decisions clearly and respectfully to a member of the public or profession. • The ability to confidently set priorities for self and others, triage work and manage operational pressure and complaints fatigue. • The ability to track, prioritise, and progress multiple matters simultaneously. • Excellent communication skills, including the ability 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. • The ability to identify risks and issues and correctly determine and escalate those which require further consideration. • Strong attention to detail when working under time pressure. • The confidence and credibility to communicate and explain Law Society positions, including in situations where stakeholders may disagree with the outcome or approach. • The ability to support policy framework design and development and help to translate policy into actionable, operational improvements. • The ability to identify, present and/or support education and training for staff and the profession in accordance with an annual education programme. • A high level of resilience, professionalism, discretion and judgement. • 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	10 • Senior Professional Standards Administrators	**Indirect reports**	

	• Professional Standards Administrators		

Key relationships

Internal	• Technology & Support Lead • Complaints & Resolution Manager • Other LCS Leads • Other LCS Team Leaders and their teams • General Manager Professional Standards • Other Professional Standards teams • Other Law Society managers and staff (P&C, Marcomms) • Executive Leadership Team (ELT)	**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 • Technology vendors • Members of the public • Other regulatory bodies with similar functions

Tirohanga whānui o ngā pūkenga matua - Capability Framework

Capability Level	Team Leader Capability Framework Handbook.docx
Description	Achieves results through the leadership of others. Focuses on motivating, supporting, and developing people, provides effective oversight to ensure quality decisions.