New Zealand Law Society
Te Kāhui Ture o Aotearoa

Position Description

TECHNOLOGY & SUPPORT 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/Wellington/Christchurch

The purpose of this role is to lead and oversee the provision of consistent, high-quality administrative and technological support to the LCS, including development and safe utilisation of technology-enabled solutions and processes.

Āu ake mahi - What you'll do

Accountabilities	Deliverables
Operational Leadership and Service Delivery Lead and oversee the performance of the LCS Support team, including the safe and responsible use of technology, automation and/or digital solutions.	• Ensure the LCS Support team delivers timely, accurate and consistent administrative support across complaint teams, Professional Standards Officers and standards committees. • Maintain effective oversight of LCS Support team workload, capacity, service delivery and operational performance, identifying and addressing pressure points or service risks. • Ensure complaint administration processes, records, CMS use and document management practices are accurate, complete, accessible and compliant with relevant protocols. • Work with the LCS Support Team Leader to allocate resources effectively, manage workflow fluctuations and resolve escalated operational issues. • Ensure meeting materials, correspondence, minutes and complaint documentation are prepared and distributed to required standards. • Ensure complaint administration services and applicable technological solutions, including the use of AI, effectively support Professional Standards Officers and standards committees, and are streamlined, fit for purpose and compliant with the Lawyers and Conveyancers Act 2006 (LCA) and relevant regulations. • Ensure compliance with organisational document management and record retention protocols.
Quality Assurance and Continuous Improvement Oversee quality assurance frameworks and continuous	• Establish, monitor and review service standards, quality expectations and performance measures for the LCS Support team and ensure those measures are consistently achieved.

Accountabilities	Deliverables
improvement initiatives which are in line with regulatory best practice.	• Maintain a quality assurance approach for complaint administration, documentation, templates, records, support processes and technology activities. • Use performance data, complaint trends, reviews of complaint documentation and feedback to identify systemic issues and continuous improvement opportunities. • Implement practical improvements to streamline support services and improve the experience of internal and external stakeholders. • Lead or contribute to operational improvement initiatives that improve consistency, efficiency and service quality across the Technology & Support teams and other parts of the LCS. • Maintain the Complaints Manual, guidance documents, templates and operating procedures, as they relate to the LCS Support team. • Ensure quality findings, risks and improvement opportunities are reported appropriately to LCS leadership. • Ensure the LCS Support team maintains compliance with relevant legislation, LCS policies, practice guidance and service standards.
Technology, Innovation and AI Lead the strategic development and utilisation of technology solutions across the LCS.	• Identify and evaluate emerging technologies, automation and AI solutions that could improve complaint administration, workflow, reporting, records management and service delivery. • Champion and implement the adoption of new technologies (including the use of AI) by the LCS and ensure that the LCS's processes and procedures outline how this technology is to be used. • Act as the LCS business lead for technology-enabled process improvements, working closely with IT, Professional Standards leaders, and other internal stakeholders.

Accountabilities	Deliverables
	• Support the Law Society's Acceptable Use of Technology and AI policies so that they are responsibly and ethically applied within the LCS. • Develop or coordinate practical guidance, procedures and training to support safe and consistent technology-enabled work practices. • Identify opportunities for automation of repetitive administrative tasks, document management, reporting and workflow processes. • Monitor the adoption, effectiveness, risks and benefits of new technologies and recommend improvements. • Ensure complaint systems, data management and reporting tools continue to support LCS operational and regulatory requirements. • Drive innovation that enhances stakeholder experience, service quality and operational efficiency.
Leadership Foster a culture of professionalism, continuous improvement and wellbeing that reflects the Law Society values.	• Lead, coach and support the team to achieve team, service delivery and people leadership objectives. • Oversee effective performance planning, feedback, development and review processes for direct reports. • Build LCS Support team capability through learning, technical development, induction and knowledge-sharing. • Promote a professional and values-led team culture that supports accountability, continuous improvement and wellbeing. • Support the Team Leader to manage workload pressures, complex staff matters, recruitment, induction and operational change. • Ensure staff are equipped to manage complaint administration work with consistency, accuracy, professionalism and resilience.
Risk Management	• Identify, monitor and escalate operational, regulatory, technology, data and reputational

Accountabilities	Deliverables
Identify and manage operational, regulatory and reputational risks as they relate to the work of the LCS Support team and the wider LCS.	risks arising from LCS Support team initiatives. • Ensure complaint administration practices comply with legislative, regulatory, policy and procedural requirements. • Monitor complaint trends, technology-related risks and systemic issues, and recommend practical mitigations. • Ensure escalation pathways are understood and applied consistently. • Provide advice, analysis and reporting to LCS leadership on support or technology-related risks, issues and improvement priorities. • Support reporting to the Board, Council and senior leadership. • Ensure compliance with complaint handling procedures and regulatory obligations. • Recommend amendments to complaint policies, procedures, guidance and practice notes. • Contribute to governance reporting, planning and assurance activities where they relate to the LCS Support team or LCS operational performance.
Stakeholder Engagement Build and maintain positive relationships with internal and external stakeholders.	• Build effective working relationships with Professional Standards leaders, LCS Team Leaders, IT, standards committees and other internal stakeholders. • Work with IT and relevant internal stakeholders to understand operational needs and translate them into practical system, reporting or process improvements. • Engage with external providers or comparable organisations, where appropriate, to inform technology, or process improvement options. • Support clear communication, engagement and change management for new processes, systems, guidance or support practices. • Contribute to reporting, briefings and presentations for senior leaders, governance bodies and external stakeholders where relevant to LCS Support operations.

Accountabilities	Deliverables
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, and contribute to a safe and healthy workplace. • Report and escalate incidents and near misses appropriately. • Ensure that health, safety and wellbeing resources and processes are understood and used appropriately. • Encourage staff and contractor participation in health, safety and wellbeing matters.
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 information technology qualification.
Experience and knowledge	• A minimum of seven years' experience in one or more roles requiring the identification, evaluation and integration of emerging technological systems into existing work processes to enhance operational efficiency and streamline workflows. • Prior experience managing teams and individuals, including performance management experience. • A strong understanding of technology-enabled service delivery and an interest in leveraging digital tools, automation and AI to improve operational effectiveness. • Experience in a legal, regulatory, complaints or dispute resolution environment.

	• The ability to understand and apply regulatory and legislative frameworks, policies and procedures, including the LCA, associated regulations and other relevant legislation. • Experience providing technical guidance and subject matter expertise to leaders and team members. • The ability to identify issues, develop practical solutions, exercise sound judgement and make recommendations for operational improvements. • Experience in, and comfort with, managing your own work, multiple competing priorities, backlogs and operational risks in a fast-paced environment. • Experience leading others through pressure, complexity and ambiguity while maintaining quality, consistency and service standards. • The ability to communicate clearly, calmly, and professionally with stressed, emotional, or distressed parties and to employ de-escalation techniques when necessary. • Excellent written and verbal communication skills, including the ability to respond constructively to challenge, scrutiny and review. • Strong presentation and public speaking skills, with the ability to prepare for and present at seminars, conferences, and professional forums. • Strong collaboration, relationship building, and stakeholder management skills, with the ability to represent and advocate for the Law Society's position with internal and external stakeholders. • Experience supporting and engaging competently in policy framework design and development and helping to translate policy into actionable, operational improvements. • 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	1	**Indirect reports**	10
	• LCS Support Team Leader		• Senior Professional Standards Administrators

			• Professional Standards Administrators

Key relationships

Internal	• LCS Support team • Complaints & Resolution Manager • Consumer & Conduct Complaints Lead • Frontline & ERS Lead • Investigations Lead • Policy & Programmes Lead • LCS Team Leaders and other staff • Law Society IT manager and team • General Manager Professional Standards • 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 • Technology vendors • 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 organisational - wide impact, and influences senior stakeholders while balancing independence with collaboration.