New Zealand Law Society
Te Kāhui Ture o Aotearoa

Position Description

SENIOR PROFESSIONAL STANDARDS OFFICER - CONDUCT (SENSITIVE/HIGH RISK)

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	Conduct & Reports Team Leader	**Location**	Auckland/Christchurch/Wellington

The purpose of the role is to ensure that complex, high-risk and sensitive complaints made to the Lawyers Complaints Service (LCS) are managed effectively and efficiently and expertly prepared for and considered by standards committees in accordance with best practice and the statutory requirements.

Āu ake mahi - What you'll do

Accountabilities	Deliverables
Complaint Management Be a subject matter expert on and accountable for managing and progressing complex, high-risk and sensitive complaints in accordance with statutory requirements.	• Confidently manage complex, high-risk and/or sensitive complaints in a timely manner, ensuring that they are progressed to a standards committee at the earliest opportunity. • Undertake any necessary analysis, inquiries, information gathering and legal research on behalf of standards committees. • Produce and review high-quality written documents and correspondence for parties throughout the complaint process. • Track and maintain progress of all assigned complaints, providing updates and responding to queries whenever necessary. • Ensure all complaint activity is accurately recorded in a timely manner and updated in the CMS as needed.
Standards Committee Support Lead, advise, guide and support Conduct & Reports standards committees to consider and make decisions on complaints as quickly as possible.	• Critically analyse all complaint information a d identify issues requiring early escalation or management. • Contribute to the smooth and efficient running of standards committees by undertaking fulsome analysis of materials and preparing high-quality updates, memoranda, advice and/or reports for standards committees to enable efficient, effective and robust decision making. • Attend standards committee meetings and confidently advise on or recommend next steps for consideration. • Lead inquiries on behalf of standards committees, including information gathering,

Accountabilities	Deliverables
	analysis, and engagement with complainants, lawyers and other relevant parties. • Anticipate missing information, emerging risks, issues or areas of uncertainty for standards committees and provide clear advice, options, and precedent to support effective decision making. • Take, or arrange for the taking of, fulsome and detailed minutes of standards committee discussions and use these as appropriate to draft clear, succinct, well-reasoned and accessible decisions on behalf of the standards committee. • Ensure standards committee decisions are reviewed by the standards committee and provided to parties as quickly as possible following the decision.
Advising and engaging with others Communicate with others about the complaint process in a professional, clear, informative and timely way.	• Empathetically and confidently engage with complaint parties (via email, letter or phone), providing advice and updates as necessary. • Build and maintain positive working relationships with internal and external stakeholders. • Appropriately manage communications with third parties involved in the complaint process. • Ensure and prioritise the appropriate handover of complaints to other parts of the LCS or Professional Standards when necessary. • Demonstrate professionalism, respect and discretion in all interactions.
Quality Assurance and Continuous Improvement Promote and contribute to consistency, quality and continuous improvement across Conduct & Reports activities.	• Actively identify opportunities for and suggest improvements to processes. • Participate in and promote operational improvement projects and initiatives and contribute to the development of new processes. • Identify amendments and/or errors in key LCS documents, including the Complaints Manual, Practice Note, and other complaint related guidance and policies as they relate to Conduct & Reports work.

Accountabilities	Deliverables
	• Identify opportunities for education and training for the public, staff and the profession.
Leadership Contribute to a culture of team capability, engagement and accountability in a way that reflects the Law Society values.	• Confidently handle complex complaints which require additional expertise or advice. • Work in partnership with, coach and mentor other Conduct team members. • Support the Conduct & Reports Team Leader with recruitment, induction and training of new Conduct staff and training and development of existing staff. • Assist with the development of induction or training materials for new or existing staff. • Openly share information, knowledge and precedent with colleagues to support consistent decision-making and service delivery. • Support the Conduct & Reports Team Leader with running team meetings or other team events as required. • Report and/or present on the work of the Conduct & Reports team. • Provide appropriate, timely feedback on written or other work undertaken by other Conduct & Reports team members. • Attend, engage in and contribute positively to any team, LCS, Professional Standards or Law Society meetings, forums, training sessions or workshops. • Contribute as required to reporting on the LCS, including reporting to the Board, Council and other stakeholders.
Risk management Demonstrate and maintain awareness of operational, regulatory and reputational risks as they relate to Conduct & Reports work.	• Critically analyse complaint information and escalate operational, regulatory and reputational risks relating to the complaint process or individual matters. • Ensure risks are documented and provide advice to decision makers where risk is identified. • Maintain an awareness of the impact of LCS processes on the processes of other organisations and communicate as necessary to ensure neither process is jeopardised. • Support the implementation of risk management and compliance initiatives.

Accountabilities	Deliverables
	• Apply sound judgement and seek guidance when needed.
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.	• Take responsibility for your own health, safety and wellbeing. • Contribute to a safe workplace. • Report and escalate incidents and near misses appropriately.
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 (desirable in addition to the experience requirements below).
Experience and knowledge	• A minimum of three years' experience in a high-volume complaint, dispute resolution, legal or regulatory environment. • Understanding of legislative and regulatory frameworks and concepts, including the Lawyers and Conveyancers Act 2006, procedural fairness, precedent, regulatory expectations, and risk considerations. • Experience supporting and advising decisionmakers, including the ability to anticipate the needs of the decision maker, respond to queries in real time and proactively manage follow-up actions to support effective decision-making. • Experience in a thought or technical leadership position and ability to develop others and provide timely, constructive feedback. • Knowledge of alternative dispute resolution principles and processes, including mediation and negotiation.

	• Experience engaging professionally with emotional, stressed, or distressed people and employing de-escalation techniques when necessary. • Experience undertaking fast-paced, high-volume and judgement-based work. • Strong analytical, research and problem-solving skills, including the ability to review, analyse and accurately summarise large volumes of information. • A high degree of initiative and self-management, including proactively obtaining information, progressing matters, and identifying opportunities to improve outcomes. • Ability to identify risks and issues, navigate ambiguity, and determine when escalation or further consideration is required. • Experience managing and handling sensitive information. • Excellent written and verbal communication skills, including the ability to explain processes, options and decisions clearly, respectfully and in plain language. • Ability to represent and advocate for Law Society interests. • Strong organisational skills, including the ability to manage large workloads, prioritise competing demands, and progress multiple matters simultaneously while maintaining attention to detail. • Understanding of performance indicators and service standards, and how individual performance contributes to team outcomes. • Experience following established processes and raising concerns constructively and appropriately. • High levels of professionalism, discretion, political awareness, resilience, and self-management. • 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	NA	**Indirect reports**	NA

Key relationships

Internal	• Conduct & Reports team • Conduct & Reports Team Leader • Complaints and Resolution Manager • LCS Leads • Other LCS Team Leaders and team • General Manager Professional Standards • Other Professional Standards teams	**External**	• Members of the public • Legal practitioners and law firms, including non-lawyer employees • Standards committee members • Legal Complaints Review Officer (LCRO) • New Zealand Lawyers and Conveyancers Disciplinary Tribunal.

	• Other Law Society managers and staff (P&C, Marcomms)		• Other relevant external bodies