

Position title: Investigator

Department: Professional Standards

Reports to: Manager – National Standards & Investigations, Lawyers Complaints Service

Location: Wellington

About the Law Society

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

Position Purpose

The purpose of the position of Investigator in the Lawyers Complaints Service is to undertake investigations, including preparation of investigation management plans, collecting and analysing information, undertaking interviews and report writing on behalf of Standards Committees.

You work alongside your peers and management to achieve optimum results for the timely completion of investigations which may include matters involving harassment, bullying, discrimination, and sensitive (including sexual abuse) and high-profile cases.

Key Internal Relationships

- Executive Leadership Team (ELT), including General Manager Professional Standards (Regulatory)
- Operational Leadership Team (OLT) including the National Complaints Manager
- Regional Managers
- Team Leaders
- Professional Standards Administrators (PSAs)
- Professional Standards Officers (PSOs)
- Lawyers Standards Committees
- National Prosecutions Manager
- Other 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)
- NZ Lawyers and Conveyancers Disciplinary Tribunal
- Legal practitioners
- Members of the public

Accountabilities, Responsibilities and Performance Measures

Accountabilities/Responsibilities	Performance Measures
<p>Lawyers Complaints Service – Investigations team</p> <ul style="list-style-type: none"> • Managing and contributing to investigations and projects • Preparing investigation management plans, including identifying the theory and rationale underpinning the inquiry and identifying budget, timing and resource implications • Collecting and analysing information, and applying legal principles • Providing advice, reports and presentations to NZLS and Standards Committees • Maintaining awareness of best practice investigations and raising issues where appropriate • Undertake investigations in accordance with current processes and systems • Interviewing relevant parties • Managing investigation plans, including timelines and costs • Document and communicate investigations progress to the Manager and/or stakeholders as required • Participate in team meetings • Liaise with Standards Committees when required • Review and contribute ideas to the design and development of new systems, processes, templates etc. • Participate in training sessions for investigators or the wider complaints team • Identifies and escalates high risk cases where appropriate • Contributes to the updating and development of the investigations and complaints manuals, and other policy as required • Promotes the investigations team to Standards Committee members and within the organisation • Participate in triage of complaints where required 	<ul style="list-style-type: none"> • Undertakes all processes and produces documentation of a high standard • Contributes to updating and developing the Investigation Manual • Cases are completed in a timely manner • Reduces the number of complaints against LCS due to timeliness • Reduces the number of Judicial Review applications lodged due to timeliness of investigations • Standards Committee and PSO feedback is positive

<ul style="list-style-type: none"> • Identifies and escalates conflicts • Ensures complaints involving harassment, bullying, discrimination and sensitive case (NSC) files are prioritised. • Undertaking peer review of investigation reports and obtain Manager sign off prior to submission to the PSO for the Standards Committee • Adhere to processes and use agreed templates • Participate in Standards Committee training days and presenting on investigation matters • Assist with matters to be heard before the New Zealand Lawyers and Conveyancers Disciplinary Tribunal or the High Court and giving evidence if required • Complete all reporting functions in a timely manner • Contribute to the Annual Report, Board reports, Council reports and others as required 	
Collaboration <ul style="list-style-type: none"> • Contribute to the strategic operation of the Lawyers Complaints Service and reporting to the National Complaints Manager, Board and Chief Executive Officer. 	<ul style="list-style-type: none"> • Supports Professional Standards initiatives • Collaborates with other areas in Professional Standards and contributes to the development of the regulatory area.
Other duties <ul style="list-style-type: none"> • All other activities, projects, or duties that may be required by your manager. 	<ul style="list-style-type: none"> • Contributes to successful completion of projects, activities or other duties as requested.

Safety and Wellbeing

You'll contribute to ensuring that the Society complies with its obligations under the Health and Safety at Work Act 2015 and that you are operating in an environment where health and safety hazards and risks are appropriately identified, eliminated, and mitigated so far as is reasonably possible.

The incumbent is responsible for:

- My own health and safety and that of my colleagues
- Reporting of any/all incidents and near misses

Qualifications, Skills, Knowledge and Experience

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

A tertiary qualification in regulatory investigations or law or other relevant qualification, or 2-3 years' experience in a similar regulatory complaints' investigation position, or in the interpretation and application of legislation and legal principals would be an advantage; and

- Strong investigative skills, with good organisation practices
- The ability to prioritise, implement systems, meet deadlines and to plan and structure workload
- Good judgement and a high level of discretion
- Strong decision-making skills, experience in managing sensitive issues and risk
- Excellent communication skills and the ability to talk to people from a variety of different backgrounds in sometimes tense or sensitive situations
- 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 reports
- A qualification in mediation would be a benefit
- Experience in completing cost assessments would be a benefit
- Experience and skill in financial compliance is helpful
- Experience in the legal sector would be a benefit
- You may be required to travel at short notice, so flexibility is required.
- A professional supportive approach to members of the public is also necessary.
- A high level of resilience is required.