



**Position title:** Senior Inspector

**Department:** Professional Standards

**Reports to:** Inspectorate Manager

**Location:**

### **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 branch offices throughout the country, the Law Society is the Kaitiaki (guardian) of the practice of law in Aotearoa New Zealand and the consumers of legal services.

### **Position Purpose**

To inspect law firms' trust accounts and carry out the functions as set out in Regulation 25 of the Lawyers and Conveyancers Act (Trust Account) Regulations 2008.

To manage and contribute to the resolution of a wide range of Inspections, including complex and/or those of national significance. Making business improvement recommendations to ensure the smooth running and ongoing development of the Inspectorate Service and to coach and mentor others to achieve key performance requirements

### **Delegations**

- Inspector/s

### **Key Internal Relationships**

- Inspectorate Manager and team
- Registry Manager
- Law Society branches and staff
- Lawyers Complaints Service team and management
- Legal and Registry Services Team
- General Manager Professional Standards (Regulatory)
- Lawyers Standards Committees
- New Zealand Law Society CLE Ltd
- Chief Executive
- Executive Leadership team

### **Key External Relationships**

- New Zealand legal profession and the public
- Banks, SFO, Police, FIU, IRD and DIA
- New Zealand Lawyers and Conveyancers Disciplinary Tribunal

## Accountabilities, Responsibilities and Performance Measures

Accountabilities/Responsibilities	Performance Measures
<p><b>General accountabilities</b></p> <ul style="list-style-type: none"> <li>• Inspecting law firms' trust accounts using a risk-based approach.</li> <li>• Investigating alleged breaches of the Lawyers and Conveyancers Act 2006 for Lawyers Standards Committees.</li> <li>• Assist in Interventions as requested by the Lawyers Complaints Service as required.</li> <li>• Ensuring all law firms comply with relevant trust account rules and regulations.</li> <li>• Assisting lawyers to understand and meet all necessary trust account rules and regulations.</li> <li>• Delivering timely, concise and accurate written reports to law firms visited.</li> <li>• Involvement with preparation and delivery of education in trust accounting through New Zealand Law Society CLE Ltd (if required).</li> <li>• Participation in more challenging interviews of lawyers wishing to practise on own account as required.</li> <li>• Maintaining full and accurate records.</li> <li>• Assist in the development and ongoing review of the workpaper and risk management processes.</li> <li>• Lead presentations &amp; education both internally and externally as requested by the Inspectorate Manager.</li> </ul>	<ul style="list-style-type: none"> <li>• Produces papers, memoranda and minutes to a high standard in a timely manner.</li> <li>• Information gathered is relevant and allows robust, accurate and consistent analysis, enabling efficient decision making.</li> <li>• Information/advice given is clear and concise, identifying issues and outcomes.</li> <li>• Reviews and investigations completed in a timely manner with the objective of meeting the Inspectorate's review targets.</li> <li>• The Law Society's databases and reporting tools are updated to a high standard.</li> <li>• Actively contributes to team meetings, projects, working groups and other organisational activities.</li> <li>• Contributes to business improvement and ongoing improvement in the Inspectorate team's processes and procedures.</li> <li>• Demonstrates an understanding of other aspects of the Law Society's business.</li> <li>• Builds trust through excellent communication with internal and external stakeholders.</li> <li>• Establishes strong relationships with internal and external stakeholders, representing the Law Society and the inspectorate team.</li> </ul>
<p><b>Coaching and Mentoring</b></p> <ul style="list-style-type: none"> <li>• Oversee and/or guide other team members in relation to gathering and analysing evidence in the investigative process.</li> <li>• Prepare clear investigation plans and maintain evidence in an easy-to-follow manner.</li> <li>• Lead the sharing of relevant information with other team members.</li> <li>• Train and mentor team members, providing expertise and knowledge to assist with their development.</li> <li>• Reviewing the assigned inspector's work on a weekly basis to supervise, assist and sign off in a peer review process.</li> <li>• Review inspectors' and other seniors review reports prior to them being sent firms.</li> <li>• Review inspectors' own motion reports prior to them being sent to the Manager for</li> </ul>	<ul style="list-style-type: none"> <li>• Other team members and new team members are developed and guided within their roles.</li> <li>• Contributions to educational initiatives eg LawTalk/LawPoints articles, seminars.</li> <li>• Examples of initiative eg identifying emerging risks and better ways of doing things.</li> <li>• Examples of 'extra effort' such as travel or working in occasions of peak demand.</li> <li>• Contributing to the Inspectorate resource eg creating precedents, templates or developing our risk information.</li> <li>• Technical contributions eg updating trust account guidelines.</li> <li>• Enhancing the team's awareness of IT issues and creating resources that assist the profession.</li> </ul>

<p>approval.</p> <ul style="list-style-type: none"> <li>• Assist in the allocation of work to inspectors in coordination with, and by direction of, the Inspectorate Manager.</li> <li>• Be available to assist any Inspector with difficult or challenging reviews. This may involve attending onsite reviews or aiding remotely.</li> <li>• Work with the Inspectorate Manager in developing training plans for any new inductees.</li> <li>• Conduct a debrief at the end of each review with Inspectors and apply lessons learnt in future.</li> <li>• Display initiative and creativity.</li> </ul>	<ul style="list-style-type: none"> <li>• Contributing to the CLE courses the Inspectorate presents.</li> </ul>
<p><b>Collaboration</b></p> <ul style="list-style-type: none"> <li>• Identify opportunities for Inspectorate training sessions.</li> <li>• Attend and facilitate training sessions on Inspectorate or Complaints issues, as organised by the Law Society.</li> <li>• Be a leader or member of working groups set up by the Inspectorate Manager to undertake projects connected to the operation of the Inspectorate team.</li> <li>• Raise potential issues with Inspectorate Manager to enable further action to be taken and provide better transparency on Inspectorate workflows.</li> <li>• Review and contribute ideas to the design/development of new systems, processes, and templates etc.</li> <li>• Takes responsibility for their own development in conjunction with organisation training and coaching.</li> </ul>	<ul style="list-style-type: none"> <li>• Constant growing awareness and understanding of issues related to the Inspectorate team, and knowledge sharing with the team.</li> <li>• Contributes to a supportive team culture and environment.</li> </ul>
<p><b>Developing and managing people</b></p> <ul style="list-style-type: none"> <li>• Effectively lead, develop, and manage staff and positively influence their progress towards successful results.</li> <li>• Effectively manage workloads to ensure they are equitable.</li> <li>• Ensure performance objectives, reviews and discussions are completed in line with policies and procedures for all direct reports.</li> <li>• Conduct regular team meetings to share information and update staff on new requirements and policies.</li> <li>• Support direct reports to achieve objectives, identify personal development opportunities, recognise areas of</li> </ul>	<ul style="list-style-type: none"> <li>• Each team member understands clearly what is required of them and receives regular constructive feedback on progress.</li> <li>• Each team member understands their contribution to Regulatory outputs.</li> <li>• Performance reviews are completed thoroughly and forwarded to People &amp; Culture within specified timeframes.</li> <li>• Employees have a training and development plan that is carried out in conjunction with People &amp; Culture.</li> <li>• Employee issues (including non-performance issues) are successfully addressed in a timely manner.</li> <li>• Leave liability is kept at a reasonable level.</li> </ul>

<p>improvement, and establish solution-based outcomes.</p> <ul style="list-style-type: none"> <li>• Ensure effective recruitment to attract the best person for the position and then ensure a complete and comprehensive induction takes place.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff are fully informed on relevant information, and organisational policies and procedures are complied with.</li> </ul>
<p><b>Other duties</b></p> <ul style="list-style-type: none"> <li>• All other duties as reasonably required by Inspectorate manager.</li> </ul>	<ul style="list-style-type: none"> <li>• Achieved as required.</li> </ul>

### Safety and Wellbeing

The incumbent is responsible for:

- Their own health and safety and that of colleagues
- Reporting of all incidents and near misses.

### Qualifications, Skills, Knowledge and Experience

To be effective in the position of **Senior Inspector** you should have some of the following qualifications, knowledge, and experience:

Preferably a Chartered Accountant or Lawyer with significant practical accounting experience or have extensive accounting/practice manager experience.

- Previous investigating experience from accounting, gaming, charities, legal, Police, Serious Fraud Office, IRD, New Zealand Law Society or similar background
- Proven experience and knowledge in preparing relevant evidential information
- Diversity of experience with organisations and roles would be desirable.
- Familiarity and comfort working with a risk framework assessment model
- Polished oral communication skills and technical report writing
- Strong capability using MS Excel and Word.
- Ability to present evidence before the Lawyers and Conveyancers Disciplinary Tribunal and the courts
- Strong team player but with a high level of ability to work independently in the field
- Self-starter with an active and energetic approach to work
- A high level of professionalism and the ability to quickly establish rapport with all lawyers
- Well-developed interpersonal and relationship management skills
- Comfortable with establishing a wide network of contacts
- IT literate and mobile technology conversant
- Good judgement, discretion, and the ability to successfully deliver constructive criticism
- Flexibility and willingness to undertake a variety of work
- Willingness to travel and work nationally.