



Position title: Team Leader – Lawyers Complaints Service

Department: Professional Standards

Reports to: Regional Manager Northern

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 branch offices 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 Wellington team leader, Lawyers Complaints Service, is to lead and manage the activities of the complaints service staff at the Wellington Branch of the NZLS to ensure it meets its statutory obligations as required by the Lawyers and Conveyancers Act 2006 (the Act).

Delegations

- Accountable for:
 - Lawyers Complaints Service team

Key Internal Relationships

- Auckland branch staff including inspectorate
- General Manager Professional Standards (Regulatory)
- Registry Manager
- Other Law Society branches and staff

Key External Relationships

- Auckland profession and public
- Legal complaints review officer
- Standards Committees
- New Zealand Lawyers and Conveyancers Disciplinary Tribunal
- Courts

Accountabilities, Responsibilities and Performance Measures

Accountabilities/Responsibilities	Performance Measures
<p>Management and oversight of the Wellington Lawyers Complaints Service</p> <ul style="list-style-type: none"> • Lead and manage the activities of the lawyer’s complaints service in the Wellington region. 	<ul style="list-style-type: none"> • The Lawyers Complaints Service team are performing to a high standard and processes remain compliant/fit for purpose.
<p>General Accountabilities</p> <ul style="list-style-type: none"> • Receive complaints, refer these to standards committee as required by the Act and assist in accordance with the directions of standards committees the Act and all regulations, practice notes and procedural manuals. • Act as secretariat/investigator to standards committees under delegated authority. • Refer matters of concern, including inspectorate reports, to standards committees for consideration of own motion investigations or interventions. • Refer appropriate matters to the national standards committee. • Assist the Law Society in the process of standards committee appointments such as the vetting and interviewing of possible candidates and processing of claim forms from standards committee members. • Enter all complaints and disciplinary data into the database according to requirements set and amended from time to time by the Law Society. • Assist the Law Society with the enforcement of standards committee orders as required. • Liaise with and report to the Law Society complaints and discipline manager as required to cover routine reporting requirements and ad hoc reporting on issues that arise • Liaise with the Legal Complaints Review Officer as required including answering inquiries providing files and reports. • Attend regular teleconferences and training sessions as required from time to time. 	<ul style="list-style-type: none"> • Achieved as required.

<ul style="list-style-type: none"> • Provide reasonable assistance to members of the public to make complaints, provide complaints brochures and forms on request and ensure all 0800 complaints telephone calls are responded to adequately within a reasonable timeframe • All other activities, projects or duties that may be required by your manager. 	
<p>Developing and managing people</p> <ul style="list-style-type: none"> • Effectively lead, develop, and manage staff and positively influence their progress towards successful results • Effectively manage workloads to ensure they are equitable • Ensure performance objectives, reviews and discussions are completed in line with policies and procedures for all direct reports • Conduct regular team meetings to share information and update staff on new requirements and policies • Support individual team leaders to achieve objectives, identify personal development opportunities, recognise areas of improvement and establish solution-based outcomes • Ensure effective recruitment to attract the best person for the position and then ensure a complete and comprehensive induction takes place. 	<ul style="list-style-type: none"> • Each team member understands clearly what is required of them and receives regular constructive feedback on progress • Each team member understands their contribution • Performance reviews are completed thoroughly and forwarded to People & Culture within specified timeframes • Employees have a training and development plan that is carried out in conjunction with People & Culture • Employee issues (including non-performance issues) are successfully addressed in a timely manner • Leave liability is kept at a reasonable level • Staff are fully informed on relevant information, and organisational policies and procedures are complied with.

Safety and Wellbeing

As a management position the incumbent is required to demonstrate leadership of all health and safety matters for their area of responsibility. This means ensuring that the Society complies with its obligations under the Health and Safety at Work Act 2015 and that staff are operating in an environment where health and safety hazards and risks are appropriately identified, eliminated and mitigated so far as is reasonably possible. Specific responsibilities for this role are:

- 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.

Qualifications, Skills, Knowledge and Experience

To be effective in the position of **Team Leader – LCS** you must have the following qualifications, knowledge, and experience:

Preferably a tertiary qualification in law or other relevant qualification

- Legal experience of at least 7 years desirable
- Leadership and management skills
- Dispute Resolution skills
- Computer literacy
- Proven experience in undertaking investigations
- Critical thinking, sound judgement and analytical skills
- Well-developed communication (oral and written) and relationship management skills and experience
- Advanced legal research and writing skills
- Understanding of and empathy for the nature of the profession and its Society
- The ability to exercise good judgement across a wide range of operational activities and functions.