**Position title:** National Branch Manager

**Department:** Branches

**Reports to:** General Manager Member Services (Representative) and Indirect report to GM Professional Standards (Regulatory)

**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 practice of law in Aotearoa New Zealand and the consumers of legal services.

**Position Purpose**

To lead the development of a collaborative national branch network that meets the needs of our diverse membership.

To lead and manage the Branch Managers of the New Zealand Law Society for the benefit of local Law Society members and the wider Society.

To ensure that the Law Society commitments as an owner of the Gender Equality Charter (GEC) and the Gender Equitable Engagement and Instruction Policy (GEEIP) are met.

To support the Executive Leadership Team to fulfil the Law Society’s obligations as a signatory to the GEC and the GEEIP.

To ensure professional support (wellbeing) services offered by the Law Society are working well and information is readily available on their effectiveness.

 The position will contribute to Law Society national functions and projects particularly those that develop branch capability and cohesion.

**Delegations**

* Accountable for:
* Branch Managers
* Contractors for Gender Equality and Professional Support (wellbeing) workstreams (as required)

**Key Internal Relationships**

* Branch Committees
* Branch Staff
* National Complaints Manager
* Chief Executive
* General Manager Member Services (Representative)
* Executive Leadership Team
* Communications, Regulatory, Representative and Support departments, and staff

**Key External Relationships**

* Legal profession and Law Society members
* New Zealand Bar Association

**Accountabilities, Responsibilities and Performance Measures**

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| **Accountabilities/Responsibilities** | **Performance Measures** |
| **National Accountabilities**   * Provide oversight of branch operations * Review current branch operations in collaboration with branch managers and committees and develop a national branch development plan | * Regular reporting to GM Member Services on branch operations * Consistency of approach is developed for branch activities |
| **Effective management of Branch Managers**   * To positively lead, develop and manage Branch Managers and branch activities nationally * Contribute to the Representative function, direction, and implementation of a national Representative strategy | * The Branch Managers are performing to a high standard. |
| **Developing and managing people**   * 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 direct reports 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. | * Each team member understands clearly what is required of them and receives regular constructive feedback on progress * Each team member understands their contribution to outputs * 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. |
| **Lead the effective ongoing implementation and review of the Gender Equality Charter** | * The Law Society has met its commitments as the owner of the Gender Equality Charter |
| **Lead the effective ongoing implementation and review of the Gender Equitable Engagement and Instruction Policy** | * The Law Society has met its commitments as the co-owner of the Gender Equitable Engagement and Instruction Policy |
| **Contribute to the strategic discussion on Diversity and Inclusion** | * The Executive Leadership team is provided with up-to-date information and recommendations when considering future direction for diversity and inclusion initiatives |
| **Contribute to the strategic discussion on Professional Support (Well-being)** | * The Executive Leadership team is provided with up-to-date information and recommendations when considering future direction for professional support (wellbeing) initiatives |
| **Other duties**   * + All other activities, projects or duties that may be required by your manager. | * Achieved as required. |

**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 **National Branch Manager** you must have the following knowledge and experience:

* Highly developed communication (oral and written) and relationship management skills and experience. Able to speak with confidence in public
* Ability to use influencing and negotiation skills to build cohesion and collaboration across the branch network
* The ability to interact positively and maintain positive relationships with key relationship stakeholders
* The ability to encourage participation in branch activities.
* The ability to exercise good judgment across a wide range of policy and operational activities and functions
* Demonstrable leadership and people management skills in a comparable role.
* Significant operational management experience
* A high level of computer literacy
* A flexibility and willingness to undertake a variety of work
* An understanding and appreciation of the legal profession and the services lawyers provide.
* Experience and/or and understanding of diversity and inclusion and wellbeing best practice