

## POSITION DESCRIPTION

**Position title:**

Team Leader, Lawyers Complaints Service (Auckland Branch)

**Position purpose:**

The purpose of the position of Team Leader, Lawyers Complaints Service (Auckland Branch) is to lead and manage the activities of the Lawyers Complaints Service (“LCS”) staff at the Auckland Branch of the New Zealand Law Society (“NZLS”) and participate in national complaints management to ensure it meets its statutory obligations as required by the Lawyers and Conveyancers Act 2006 (the Act).

**Accountable to:**

National Complaints Manager

**Key relationships:***Internal*

- Relevant branch staff including inspectorate
- General Manager Regulatory
- General Manager Representative
- Inspectorate Manager
- National Prosecutions Manager
- Registry Manager
- Other NZLS branches and staff
- Standards Committees

*External*

- Legal profession and public
- Legal Complaints Review Officer
- New Zealand Lawyers and Conveyancers Disciplinary Tribunal
- Courts

**Key responsibilities:**

- Contribute to the national complaints management, direction and implementation of national strategy through the management, consideration and triaging of complaints and other related work.
- To positively lead, develop and manage the staff and activities of the LCS in the Auckland branch.
- Undertake staff performance reviews and training as required.

- Deliver seminars and presentations to the profession in relation to the work of the LCS and NZLS, as required.
- 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.
- Lead and manage the Auckland branch regulatory practice approval obligations, in accordance with the Law Society's policies and procedures, for:
  - Certificate of character applications, and;
  - Practice on own account applications (Section 30).
- Act as secretariat/investigator to standards committees under delegated authority.
- Drafting and writing decisions on behalf of the standards committees.
- Refer matters of concern, including inspectorate reports, to standards committees for consideration of own motion investigations or interventions.
- Assist NZLS in the process of standards committee appointments such as the vetting and interviewing of possible candidates.
- Enter all complaints and disciplinary data into the database per requirements set and amended from time to time by NZLS.
- Assist the NZLS with the enforcement of standards committee orders as required.
- Liaise with and report to National Complaints Manager, General Manager Regulatory and Prosecutions Manager as required to cover routine reporting requirements, raise any issues of concern and to fulfil any regular and ad hoc reporting requirements on issues that may 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.
- 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.

**Key capabilities required:**

- Leadership and management 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.
- Relevant tertiary or other qualification.
- Legal experience of at least 7 years desirable.