

APPLICATION PACK SUMMARY & INFORMATION

Vacancies – CASE INVESTIGATIONS MANAGER (refIM1),
GATEWAY TEAM MANAGER (ref GW1)
Salary in the region of £41,944. Group Self Invested Personal Pension + Benefits

The Scottish Legal Complaints Commission

At times, we all have to put our trust in the legal profession. If we're disappointed with the results, confidence in the whole justice system suffers. That's why with the Legal Profession and Legal Aid (Scotland) Act (2007), the Scottish Legal Complaints Commission (SLCC) has been established. The SLCC is a corporate body operating independently of the legal profession and the government. The SLCC has been created to receive, investigate and resolve complaints made against legal practitioners and brings together the powerful combination of Commissioners from both the legal profession and the general public. The role of the SLCC is to deliver an independent resolution of complaints without delay.

The Commission commenced in October 2008 and is based in Waterloo Place, Edinburgh. We are now looking for people with the vision, determination and drive to form a key part of our management team and lead our people, achieve objectives and play a central role in making a real impact for the people of Scotland.

You will provide leadership and team management to your team, organising staff and other resources to deal with complaints in accordance with the SLCC's Complaint Handling Procedures and quality standards. You will support and develop your team and as a member of the management team you will assist in the review and further develop our policies and procedures to provide a high quality, efficient complaints handling service.

To be successful in this role you will be educated to degree level or equivalent and ideally will have a legal or comparable qualification and a supervisory management qualification.

You will have demonstrable experience in writing and providing procedural advice and guidance, including drafting reports and be able to demonstrate leadership and management skills. You will have a track record of significant achievement with a minimum of 3 years people and performance management experience. A working knowledge of Word, Excel, PowerPoint and Outlook is essential. You will be an effective communicator who is well organised and delivers work on time and to the agreed level of quality. Ideally you will be able to influence at local, national and strategic levels, with the personal and professional manner to command confidence of stakeholders.

- Application Pack Summary (PDF)
- Application Form (PDF)
- Diversity Monitoring Form (PDF)
- Terms and Conditions (PDF)
- Case Investigations Manager Person Specification (PDF)
- Case Investigations Manager Job Description (PDF)
- Gateway Team Manager Person Specification (PDF)
- Gateway Team Manager Job Description (PDF)

To Apply or For Further Information:

Please contact Rick Mattison on 0131 243 2981 or rickmattison@uk.michaelpage.com quoting reference MPTJ13091641.

The SLCC is working with the recruitment agency Michael Page on the recruitment for this vacancy. To apply for this role applicants must complete the SLCC application form which is available from Rick Mattison, Michael Page.

Closing date for applications is Friday 5 March 2010. SLCC short listing will take place on 22nd March and interviews will be held on Monday 29, Tuesday 30 and Wednesday 31 March 2010.

Working Hours and Benefits:

The SLCC office is open for business:

Monday	9am to 5pm
Tuesday	10am to 5pm (staff meetings from 9am – 10am)
Wednesday	9am to 5pm
Thursday	9am to 5pm
Friday	9am to 5pm

Working a 35 hour week, excluding breaks, you can also benefit from a flexi-time system and 38.5 days paid holidays (including public holidays). Other benefits include a company sick pay scheme and a Group Self Invested Personal Pension.

Before you apply (guidance for applicants):

Completing your Application

Please read this section in full for guidance before you begin to complete your application form. In the section 'Additional Information' we ask why you are suitable for the post so before you complete this section of the application please read the job description and person specification. Your answer will help us to understand more about your specific skills and experience.

Drawing on either your working life or personal life, please describe how your skills and knowledge meet the duties in the Job Description and competencies detailed in the Person Specification and why you are suitable for the post.

You may complete this section in your own handwriting or in typescript and aim to produce no more than **750 words**. Your application will be considered fully and we use it to judge who to invite to interview. As well as judging the substance of your response, judgements will also be made about your written communication skills.

Selection

Candidates with the most appropriate qualifications, experience and demonstrable competencies will be invited to interview. The interview will include a short presentation followed by questions from the interviewing panel to explore further your skills, experience and competencies.

Eligibility to Work in the UK

Please be aware that if you are invited to interview you will be required to provide proof of your eligibility to work in the UK.

This could be a British or EU Country Passport or national identity card.

If you do not have any of these documents, we will require you to provide your permanent National Insurance Number and Name (i.e. National Insurance Card, P45, P60) AND one of the following:

- A full birth certificate issued in the UK, Channel Islands, Ireland or the Isle of Man (which includes the names of the holder's parents or in the case of adoption, a full adoption certificate (which details the adopted parents' names and birthplaces)).
- A certificate of registration or naturalisation stating that the holder is a British Citizen.
- A letter issued by the UK Home Office which indicates that the person can stay indefinitely in the UK.

If you are not eligible to work in the UK then we are unable to consider your application.

Equal Opportunities

The Scottish Legal Complaints Commission is committed to providing equal opportunities in employment.

To help us monitor the effects of our equal opportunities policy, please complete the Diversity Monitoring Form and return it with your application. What you say in the form will make no difference in terms of how your application is treated. The diversity monitoring form is not made available to those involved in the selection process.

Disclosure Scotland

Please note that successful candidates will be required to complete a criminal records check application for submission to Disclosure Scotland.

Enquiries and Complaints

Our role is to act as the 'gateway' for complaints about the legal profession and to investigate complaints about the service provided by legal practitioners. We also investigate complaints about the way the Law Society of Scotland, Faculty of Advocates and Association of Commercial Attorneys investigate complaints about conduct.

Many people who come to us have a complaint they want investigated; some however, are simply seeking information or help and advice on how to make a complaint about their solicitor or advocate.

Information on Making a Complaint

The SLCC deals with a range of enquiries relating to complaints about the legal profession. As the gateway for all complaints about legal practitioners, we record the receipt of complaints, assess eligibility and either deal with the complaint ourselves or refer it to the appropriate professional body.

We must receive a completed and signed complaint form before we can progress a complaint to the next stage. If assistance is needed, a member of our Gateway Team can offer advice and can help to complete the form.

There are four stages to the SLCC complaints process:

1 Eligibility

To be eligible, a complaint must meet certain criteria as laid down in the Legal Profession and Legal Aid (Scotland) Act 2007. The criteria are slightly different depending on what type of complaint it is and when the practitioner was instructed or the conduct incident occurred. It is the eligibility stage the Gateway Team Manager will run. The job requires good analytical and reporting skills and experience of procedures, drafting and people management.

2 Mediation

Once a complaint is deemed eligible and if it is about a service provided, the complaint can be considered for mediation. Participation in the mediation process is voluntary and must be agreed by both the

complainer and the practitioner. Mediation is a confidential process which gives the complainer and the practitioner the opportunity to meet together with an independent third-party; the mediator.

3 Investigation

An investigator will make enquiries and give both parties the opportunity to respond and put forward their points of view. The investigator may also make other appropriate enquiries which might include:

- examining the practitioner's or professional body's files;
- asking either party for further information;
- approaching third-parties for information.

When enquiries are completed, the investigator will draft a report and send it to both parties. If both parties accept the findings and recommendations contained in the report and these are then implemented, the complaint will be closed and recorded as resolved. If either party does not accept the Investigator's report, the complaint is referred to the SLCC Members for a determination or final decision. It is the investigation stage the Case Investigations Manager will run. The job requires good analytical and reporting skills and experience of procedures and people management.

5 Determination

Members will make a decision whether to uphold the complaint and, if so, how it should be settled.

Members make their decisions in Determination Committees where there is always a majority of lay or non-legal Members. Their decision is final and if either party disagrees with it, they can appeal to the Court.

The SLCC will always check that an agreement or decision is implemented and we will take action if not.

What the SLCC can decide

The SLCC has the power to award up to £20,000 for any loss, inconvenience or distress resulting from an inadequate professional service. We can also order the relevant practitioner to reduce fees, re-do work and rectify any mistakes at their own expense. If we feel the practitioner has shown a lack of competence relating to any area of the law or legal practice, we can report the matter to the relevant professional body.