SCOTTISH LEGAL COMPLAINTS COMMISSION
CASE INVESTIGATIONS MANAGER PERSON SPECIFICATION

COMPETENCY	ESSENTIAL	DESIRABLE
Qualifications, Knowledge & Experience	Educated to degree level or equivalent. Demonstrable experience in writing and providing procedural advice and guidance, including drafting reports. A minimum of 2 years relevant experience of working in a client or customer service environment in a frontline customer-facing role. Experience leading the business by contributing to the developments and implementation of strategic plans and targets. A minimum of 3 years people and performance management experience. Strong leadership and management skills, providing a role model through a track record of significant achievement.	Good knowledge and awareness of legislation, developments and precedents within the SLCC's jurisdiction. Supervisory Management Qualification. Legal Qualification and relevant legal experience.
Technical skills	A working knowledge of IT packages including Word, Excel, PowerPoint and Outlook. Fast and accurate keyboard skills. Experience using photocopiers, scanners and printers.	Advanced certification in Word, Excel, PowerPoint or other qualification in Microsoft Office.
Applying Professional Standards	Has a full working knowledge of relevant standards, guidance and processes. Shows innovation in exploring the way we do things and looking at alternatives. Recognises when to research technical points and when to seek advice. Recognises impact of decisions and plans for consequences, managing risks. Strives to uphold professional standards and set examples to others.	
Managing People	Creates and communicates links between strategy and individual/team goals. Gives clear direction with clear measures of performance. Addresses individual development needs appropriately. Sets relevant timely objectives for all and delegates appropriately. Tailors approach to match individual and task. Works hard to remove blocks to effective working for others. Encourages ownership of tasks and values different contributions. Communicates on a timely basis to share information and to listens to ideas.	
Effective Communication	Keeps communication clear and simple by adjusting communication method and style to suit the situation and audience. Uses plain language, avoids jargon and keeps communication accurate. Actively listens and seeks clarification to check own and others understanding. Shows respect & empathy for others view point and expresses calmly and constructively. Competent in dealing with people using a wide range of media e.g. telephone, in writing email and in person. Personal and professional manner to command confidence of stakeholders.	Evidence of professional presentation skills.

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Managing Relationships	Works hard to build and maintain networks that provide mutual benefit and support. Be able to apply appropriate assertiveness when dealing with difficult callers or visitors.	
Planning & Organising	Is well organised by planning ahead, effectively balancing competing priorities and setting realistic targets for self and the Case Investigation Team. Manages time effectively and efficiently for self and the Case Investigation Team. Anticipates interruptions/potential problems and plans time to resolve these. Routinely reviews targets and goals taking appropriate action to check priorities and achieve own and team results. Manages own workload/area of responsibility for self and the Case Investigation Team.	
Delivering Excellent Service	Delivers work on time and to the agreed level of quality for self and Case Investigation Team. Promotes and projects a positive image of the organisation, building links with stakeholders. Looks for and recommends improvements to enhance quality of service.	
Working Together & Valuing Difference.	Gives support and co-operates with colleagues demonstrating integrity, professionalism, sensitivity and respect. Treats others in a fair, open and consistent way. Builds trust and respect by keeping to commitments made. Maintains confidentiality.	
Personal Development & Supporting Others	Gives support to others and praises more than criticises. Shares information, knowledge and experience freely with others. Makes time to coach, guide and give feedback to others. Seeks feedback and invests time in own development.	
Being Open & Adaptable	Enjoys work and has a positive impact on others. Remains resilient and optimistic in changing times. Responds quickly and positively to change and encourages colleagues to do the same. Takes responsibility for identifying and actioning new initiatives. Recognises and takes forward opportunities to work using own initiative.	.
Analysis and Problem Solving	Shows ability to understand and interpret complex data. Recognises underlying issues in complex or unusual situations. Demonstrates a clear and logical approach to analysing problems. Doesn't take things at face value and challenges assumptions. Weighs up the evidence to make recommendations and reach supportable conclusions. Makes decisions using robust or justifiable methodologies.	