

**Recruitment
Pack**

**Case
Investigations
Manager**

scottish legal
complaints commission **slcc**

The recruitment pack at a glance

We're so pleased you are considering this job and reading this pack.

We're excited to tell you more about our organisation. We're a small team of 50 staff, that accepts complaints about all types of lawyers in Scotland. We always try to resolve cases informally if possible, but can take formal decisions and award up to £20,000 compensation. For serious issues around the conduct of solicitors we perform some initial functions, but then pass the case to the relevant professional body.

There are more details later in the pack, but before we get to those we want to talk about the opportunity we can offer you, the people you'll work with, and the organisation you would join.

There are then some more specific details of the role, our rewards package, and the organisation's functions.

For a greater feel for our culture and energy you may also want to check out our socials to see if you think this is an organisation you'd be proud to work for. From awards, to outreach, to tips for lawyers, and our examples of our charity and inclusion work it should help you decide if we're for you:



<https://x.com/slcccomplaints>



<https://tinyurl.com/ycknv372>



We're open on professional and work experience. Past appointments have gone both to very experienced candidates and to ones taking earlier steps in management where we see passion, skills, and commitment. We want to build a diverse team, so we don't have preconceptions – you can tell us why you think you'll be great in this role.


The opportunity available

- We're looking for a manager to join our operational management team.
- You'll coach and motivate a small professional team of case investigators, and get satisfaction from seeing quality case work delivered in a proportionate and timely manner.
- You'll also get to develop and grow in all areas of complaints operations. We rotate leadership of specific areas of responsibility so over time you'll become an expert in both triage and detailed investigation, in formal adjudication and in consensual mediation. You'll lead pilots of new ideas, taking risks and innovating to improve our service, as well as build experience of Court of Session appeal casework.
- You'll work directly with the senior leadership team on projects and discussing complex cases and customer service issues.
- You'll have opportunities to present to our Board and work with Scottish Government.
- We're driven but informal, and we deliver serious functions - but enjoy doing so with good humour and teamwork.
- We want you to be passionate about complaints outcomes and customer service, and in return we want to deliver experience which prepares you for even bigger roles in the future.
- 9 of our current staff have been promoted at least one grade within the business.
- Want to find out more about what it's like to work with us? Watch this short video (<https://www.youtube.com/watch?v=SQoT3Z9knul>):



The people you'll work with

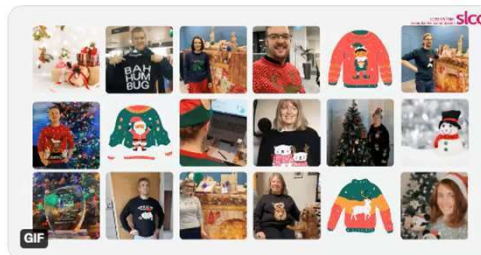
- You'll report to our Director of Resolution, who oversees the whole complaints process. Through coaching and challenge they'll support you to grow as an independent manager and subject expert.
- You'll work closely with a collegiate team of other operational managers, often agreeing between you approaches, cover, and who takes on what work based on business need, rather than all this coming from 'top down'.
- 84% of colleagues said they would recommend the SLCC to friends as a place to work.

 Scottish Legal Complaints Commission @slcccom... · Dec 10, 2021 ...

Our team had great fun today donning their Christmas Jumpers!

Why not check some of the lovely festive jumpers out below!

[#ChristmasJumperDay](#)



- You'll have direct contact with the Chief Executive and other Directors. We work in a high challenge environment, where at this level every manager's input will be listened to, but decisions are often finely balanced (no "right" or "wrong"). We then take collective responsibility for the decisions we make.
- We have an active wellbeing and inclusion policy which helps celebrate and promote diversity and health.
- 98% of colleagues said they have a good working relationship with their colleagues.

 Scottish Legal Complaints Commission @slcccomplaints · Jan 5 ...

We are delighted to announce our three new board members: Richard McMeeken, John Stevenson, and Jean Grier, who will be joining us for the next five years.

For more information, go to our press release here - bit.ly/34arfyl

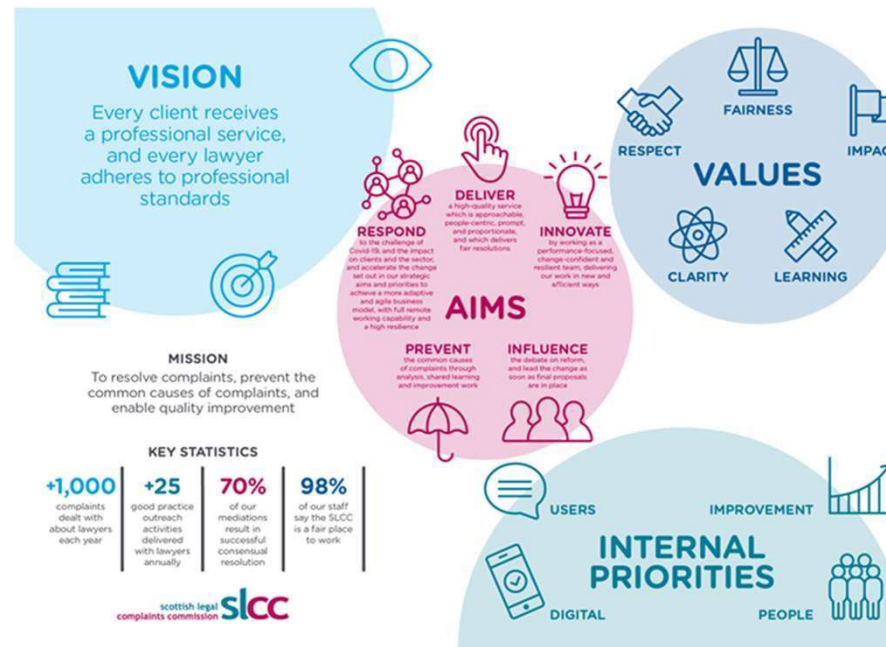
[#NewBoardMembers](#) [#Legal](#)



The organisation you'll join

- We've a clear set of statutory functions to deliver, these have been added to several times in recent years.
- We have a defined strategy and values, developed with our staff, outlining how we'll deliver our statutory role.
- We've a disciplined approach to planning and allocating resource - ensuring focus and impact.

- We've just won the Scottish Public Service Award for best project in 2021 for some of our process improvement work and the results it delivered to customers (for example, halving our average complaint journey time).
- We're taking a bold approach to promoting reform in the sector, which has gained respect from many key stakeholders.



scottish legal complaints commission @slcccompl... · Oct 1, 2021 ...

Great to see this published by @ashtenRD and @ScotGovJustice. We're looking forward to responding, and playing our part in the move towards a system of modern, agile legal regulation fit for 21st century Scotland. #ReimagineRegulation

ScotGov Justice @ScotGovJustice · Oct 1, 2021

Community Safety Minister @ashtenRD is urging the public to give their views on the legal services regulation consultation published today.

See more here bit.ly/3on4uDG

"We want a modern, forward-looking legal services regulation framework that will best promote competition, innovation and the public and consumer interest in an efficient, effective and independent legal sector."

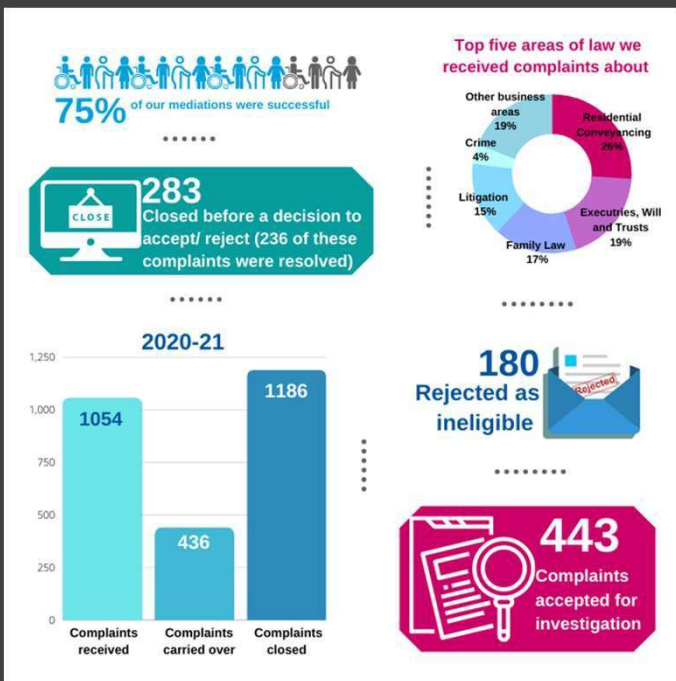
Ash Denham
Minister for Community Safety

The role - what is important to us?

- You will love working as part of a team. The Case Investigations Managers have constant changing priorities and workloads and must work together very closely, self-managing together, to ensure all work is done timeously and accurately.
 - You will thrive on change and improvement: the culture of the SLCC is one of continual improvement and this results in a pattern of change and progress: not change for change's sake – but measured collaborative improvement.
 - You'll be passionate about customer service and supporting the team to deliver a high level of customer service to both members of the public and members of the profession.
 - You will have the ability to multi task and work to tight deadlines
 - You could be looking for your first experience of line management or already have experience of managing and supporting a team.
 - You're keen and willing to initially undertake the role of Case Investigator first: understanding that the technical skills of that role need to be developed before you can manage a team of Case Investigators.
- You will feed into wider areas of the SLCC including strategy, operational planning, recruitment, HR policies and process and reporting.
 - You will work collaboratively with other managers to resolve any issues concerning the investigation and management of cases
 - You'll have experience in complaints, customer service, legal or regulatory roles but we don't have a fixed idea. People from very different backgrounds have excelled in these roles, and we want you to have the chance to explain to us how you might help us deliver our role.
 - For more info on the role please read the job description [Here](#)



Our functions



Our complaints functions:

- Provide a gateway for all complaints about lawyers in Scotland;
- Give advice on complaints to all parties;
- Assess if the complaint is eligible, against a number of legal tests;
- Directly manage complaints that relate to the service provided by lawyers – providing redress where appropriate (whether that service is provided by a traditional law firm or a new “Licensed Provider”);
- Refer complaints about the personal conduct of lawyers to the Relevant Professional Organisation (RPO);
- Refer regulatory complaints about Licensed Providers to the Approved Regulatory Body;
- Manage complaints about how the RPO and “Approved Regulators” have dealt with those conduct issues (called ‘handling complaints’); and
- Manage complaints about “Approved Regulators”.

Our oversight functions:

- Investigating “handling” complaints about RPO investigations into conduct;
- Auditing RPOs’ conduct complaints records;
- Monitoring and reporting on trends in the way the legal profession deals with complaints – to help ensure the sector learns from complaints made; and
- Issuing guidance to the legal profession on dealing with complaints, and promoting best practice.

The SLCC’s function in respect of the effectiveness of the Client Protection Fund and indemnity arrangements allows us to make recommendations to the RPOs about the arrangements in place and has included research into the Client Protection Fund and the Master Policy.

Our statutory Consumer Panel’s functions:

- Make recommendations on how SLCC can improve our policies and processes;
- Suggest topics for research connected to legal consumers; and
- Express a view on matters relating to the SLCC’s functions.

Terms and Conditions

Salary

- The starting salary for this role is **£54,726**
- Annual increments are awarded each year, based on your performance
- This role has 4 scale points and the top scale point is **£58,435**
- Cost of living increases are based on the Scottish Government Pay Policy

Working Hours and Location

- A full time role with the SLCC is 35 hours per week
- We are happy to discuss flexible working patterns
- This role would require you to work on Mondays
- This is a hybrid role, all we require is that you attend the office, which is based in Edinburgh, a minimum of one third of your working time a quarter (we estimate around 2 days per week for a full-time colleague)
- This role has specific events that will need you to attend in person
- This role will work with other Case Investigation Managers to ensure there is office cover 5 days a week.
- Induction will include more office days in the beginning to help you settle into SLCC, learn about the role and to provide the most support.

Rewards

Leave & time off

- 42 days holiday (including 9 statutory days)
- Company Maternity Pay – 26 weeks full pay
- Company Paternity Pay – 4 weeks full pay
- Bereavement leave
- Emergency Leave/Time-off for Dependants
- Volunteer time off (up to 2 days paid)
- Reservists time off (up to 10 days paid)



Insurance, health & wellness

- Life Assurance (cover at 4 x your basic salary)
- Employee Assistance Programme (incl counselling sessions per issue per annum, telephone support for family members and an online Physio/GP)
- Company Sick Pay Scheme – 26 weeks full pay then 26 weeks half pay in 12 month rolling period
- Eye Care Policy (ua minimum of £50 paid by SLCC for eyewear required for screen/workplace)
- OH Services – professional advice for a supportive workplace
- Cycle to Work Scheme

Family & caring

- Flexible Working, incl. flexi-time scheme with up to 2 flexi days off per 4 week period pro-rata
- Work up to two thirds of each quarter remotely / at home (with one third per quarter presences in the office)
- 5 days paid Carers Leave for unpaid carers

Financial & retirement

- Group Pension Scheme (money purchase)
- Travel Loan Scheme
- Benefits portal with discounts for thousands of shops and attractions
- Salary Sacrifice schemes for technology, health and transport

Professional support

- Job/skills Training
- Professional Development

Culture

- Living Wage Employer
- Committed to the Fair Work First agenda
- Open feedback
- Regular staff charity events
- Part-funded Christmas lunch

How to apply?

- Note your interest in this role via our Website. You will then receive an email asking you to upload your CV and a cover letter of no more than 350 words of why you are interested in the role
- The closing date for this role is Midnight 15 April 2025
- This role will involve an exercise. This will be sent to successful candidates on 1 May 2025 and should be returned by 8 May 2025.
- Interviews for this post are in person and will take place in the SLCC office on Monday 26 May and Tuesday 27 May 2025.
- The Scottish Legal Complaints Commission is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion, pregnancy or maternity.
- Please read our employment relationship privacy notice [here](#) to find out what we will do with your personal information and how we will keep it safe.

If you have any queries on this role or how to apply please email SLCCHR@Scottishlegalcomplaints.org.uk