

**Recruitment
Pack**

**Project
Coordinator**

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 60 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. We also are about to begin going through a transformation, since the introduction of the Regulation of Legal Services (Scotland) Bill.

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:

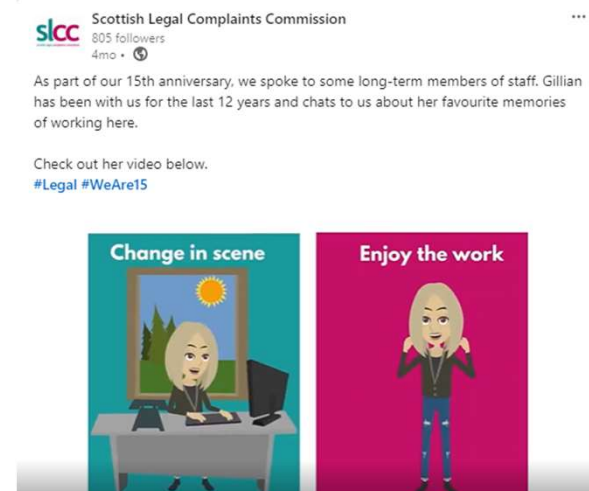


<https://twitter.com/slcccomplaints>



<https://tinyurl.com/ycknv372>

Please consider applying!



The Regulation of Legal Services (Scotland) Bill

- The Regulation of Legal Services (Scotland) Bill (“the Bill”) was introduced in the Parliament by the Cabinet Secretary for Justice and Home Affairs, on 20 April 2023
- The Bill amends and builds on the existing framework of the Legal Profession and Legal Aid (Scotland) Act 2007.
- We had asked for changes, and the Bill updates and modernises the way in which complaints are handled.
- There will be significant work to change our main processes. The full extent of changes possible will not be known until the Bill is finally passed (last-minute changes are possible in the parliamentary process).
- The Bill also grants us new powers.
- In these new areas there will be significant work to develop systems from scratch.
- Overall, there may be around 20 projects steams, some standalone but some with co-dependencies.
- In all cases looking to learn from others and consult we’ll be stakeholders.
- The bill sets the tone for an exciting period of change, development and growth.
- To read more about the bill see: <https://www.parliament.scot/bills-and-laws/bills/regulation-of-legal-services-scotland-bill>

The opportunity available

- We're looking for a Project and Coordinator to join our team.
 - This is a fixed term role for 2 years.
 - The role will evolve and change as not all elements of the timetable are in our control. In the early days there will be more 'setting up', later in the contract there will be more on close out reports and lessons learnt.
 - You'll provide support to the Senior Management Team (SMT) to manage the project coordination activity to assist the implementation of new legislation governing the functions of the Scottish Legal Complaints Commission.
 - You'll prepare and manage individual project plans and provide an overview of the whole new legislation projects.
 - You'll also report on project progress to both SMT and SLCC Board.
 - You'll be involved in project meetings, from scheduling, to preparing agendas, minutes and action logs.
- You'll have opportunities to meet with key stakeholders.
 - There is also the opportunity for development in policy work, impact assessment, communications, stakeholder engagement, and research.
 - 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 customer service, and in return we want to deliver experience which prepares you for even bigger roles in the future.
 - Want to find out more about what it's like to work with us? Watch this short video (<https://youtu.be/VP0QYsz74oE>):



The people you'll work with

- You'll report to our Chief Executive, who oversees the whole organisation. Through coaching and challenge they'll support you to grow.
- You'll work closely with the senior management team and the board.
- You'll also work closely with our operational management team.
- 87% of colleagues said they would recommend the SLCC to friends as a place to work.



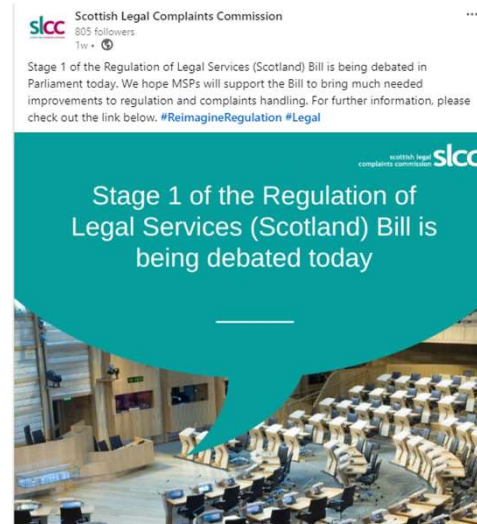
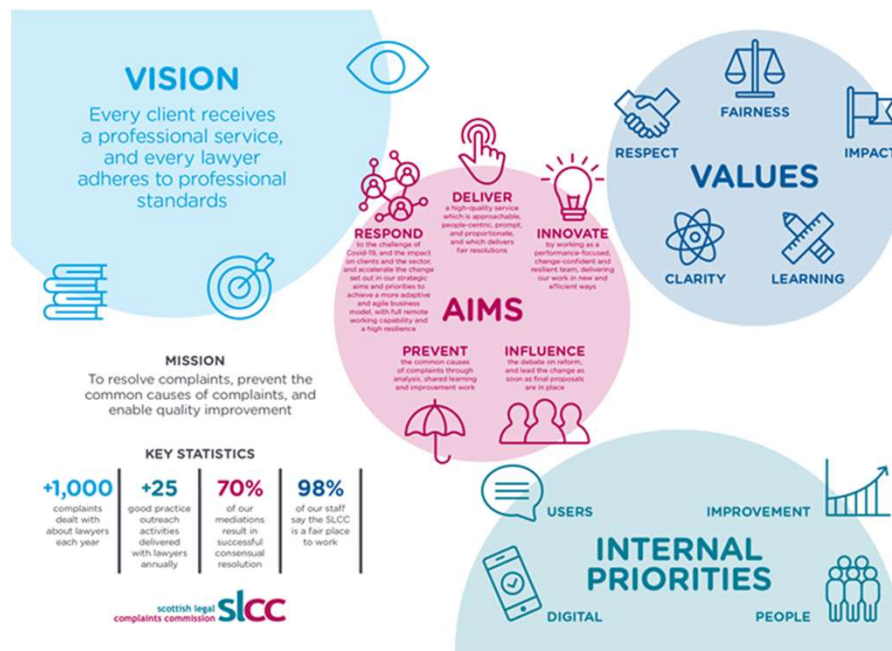
- You'll also work with staff across the organisation.
- We work in a high challenge environment, where at this level your input will be listened to, but decisions are often finely balanced (no "right" or "wrong"). We then take collective responsibility for the decisions we make.
- We have an active wellbeing and inclusion policy which helps celebrate and promote diversity and health.



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 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 implementing the bill and working with many key stakeholders.

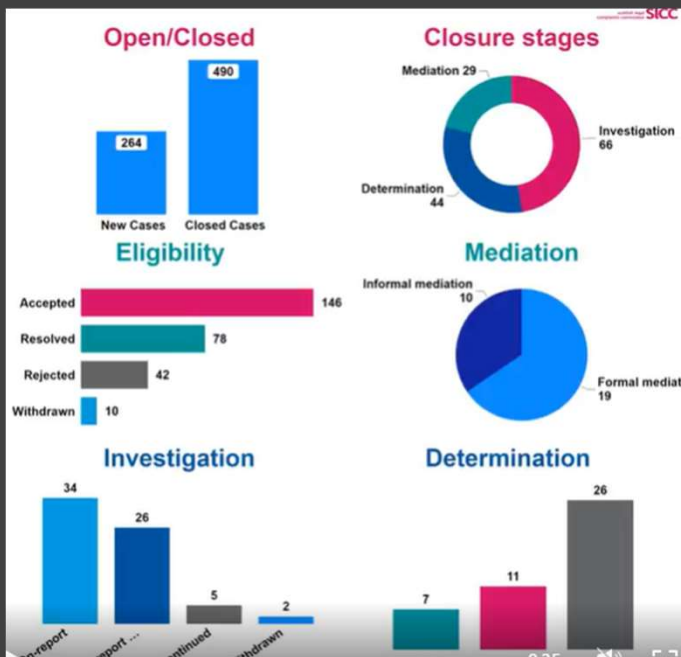


The role - what is important to us?

- You enjoy helping other people and delivering good internal customer service.
- 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 to work as part of a team and on your own and willing to use own initiative.
- You will have the ability to multitask and work to tight deadlines
- You will be able to deal with changing demand and circumstances.
- You're a confident verbal communicator who enjoys liaising with others to support and to get information
- You'll have an excellent attention to detail and able to 'error spot'
- You will feed into all projects that come from the Regulation of Legal Services (Scotland) Bill
- You will work collaboratively with all staff to suggest new ways to do things more efficiently
- You'll have experience in business change or transformation and complex project management, 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 £41,006
- Annual increments are awarded each year, based on your performance
- This role has 4 scale points and the top scale point is £44,143
- Cost of living increases are based on the Scottish Government Pay Policy
- This role is fixed term for 2 years

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 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 some specific meetings and events that will need you to attend in person. You will also need to co-ordinate your diary with the senior staff to have some in-person time with project leads
- 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 – 2 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. up to 8 x counselling sessions per issue per annum, telephone support for family members)
- Company Sick Pay Scheme – 26 weeks full pay then 26 weeks half pay in 12 year rolling period
- Eye Care Policy (up to £50 paid by SLCC for eyewear required for screen/workplace)
- OH Services – professional advice for a supportive workplace
- Cycle to Work Scheme
- Optional CSSC Membership (discounts/offers on sporting activities/events, retail, sight-seeing etc)

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)
- Childcare Vouchers (salary sacrifice)
- Unpaid extended leave

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 (one page maximum) that details your interest in the role, your project management experience, tools or approaches you have used to track and report on projects and any other skills you have that may be relevant to this role.
- The closing date for this role is 15 April 2025.
- Interviews for this post will take place in person and will be held on 12 and 13 May 2025. If you have a preferred date please let us know when you submit your CV and cover letter.
- 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