

**Recruitment  
Pack**

**Case  
Investigator**

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 around 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.

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 (like this one → ), 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!

We're open on professional and work experience. Past appointments have gone both to very experienced candidates and to ones taking earlier steps in their career 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 Case Investigators to join our investigations team.
  - Following training you'll manage your own case load, analysing the information you have in front of you and make a decision on the case.
  - You'll work in one stage of our complaints process, eligibility or investigations. Over time you may be asked to work in the other area as well.
  - We are consistently innovating our processes and you can get involved in sprints, where we try things out and implement what works best for the consumer.
  - You'll have support from your line manager, other Case Investigators, including Specialist Case Investigators and Senior Specialist Case Investigators and our management teams.
- 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.
  - 8 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=H85k1etW6xA>)



# The people you'll work with

- You'll report to one of our Investigation Management Team. You may well work in various projects led by different managers in your career with us.
- You'll be supported by your Case Investigation colleagues as well as the Senior Specialist Case Investigators and Specialist Case Investigators. They will support you when you have questions on a case.
- 84% of colleagues said they would recommend the SLCC to friends as a place to work.



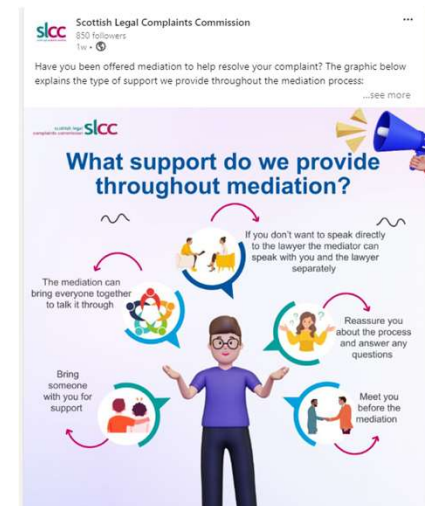
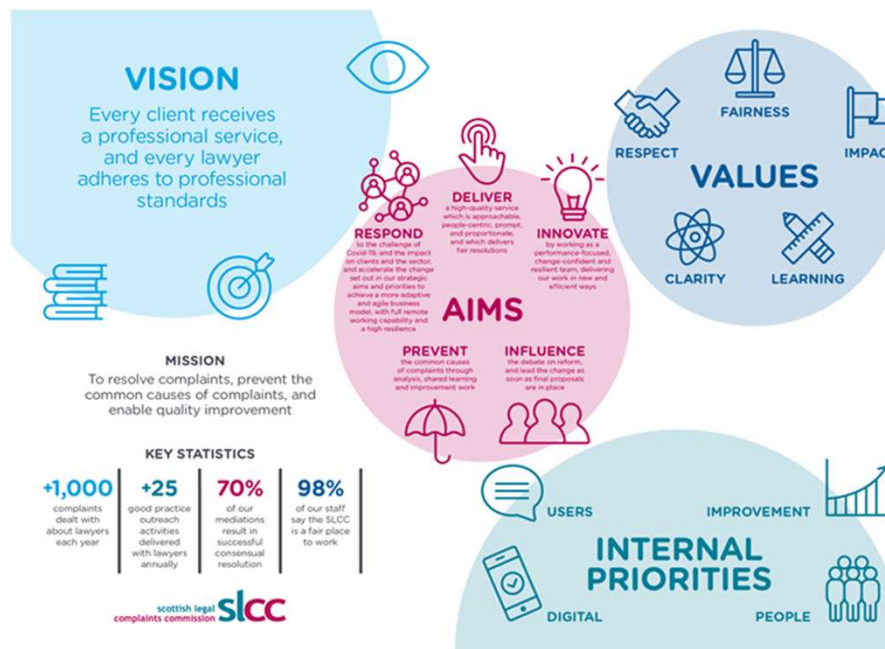
- Our senior managers are accessible to all colleagues, and they are always there to answer questions and support you in your role.
- We have an active wellbeing and inclusion policy which helps celebrate and promote diversity and health.
- 97% of colleagues said we were a fair place to work



# 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 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.



# The role - what is important to us?

- You will be willing to work as part of a team, as well as on your own. You will manage your own case load, however we work collaboratively with colleagues on many projects.
  - You will enjoy 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 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 investigations, however you must be able to demonstrate at least one of the key skills.
  - You're keen and willing to undertake comprehensive training and continuous feedback.
- You will feed into wider areas of the SLCC including strategy, operational planning, recruitment, HR policies and process and reporting.
  - You'll have experience in complaints or customer service 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](#). **Update Link**



# 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 £39,811.71
- Annual increments are awarded each year, based on your performance
- This role has 4 scale points and the top scale point is £42,857.80
- 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 Tuesdays
- 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
- 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. 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

## 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)
- 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
- Financial Wellbeing information and support

## 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?

- Submit your CV and a cover letter of no more than 300 words of why you are interested in the role to [through our website](#)
- The closing date for this role is **Monday 5 August 2024 at Midnight.**
- Interviews for this role will take place 10 and 11 September 2024. If you have a preferred date please let us know when you send in your CV and covering 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.