
Job Title	Investigations Manager
Team	Professional Conduct Team
Reporting to	Head of Professional Conduct Team
Responsible for	Reporters to the Professional Conduct Sub-Committee
Job purpose	<p>The purpose of the role is to manage a team investigating conduct complaints about Scottish solicitors, ensuring team performance and productivity, and compliance with relevant policy, process and procedures.</p>
Key responsibilities	<ul style="list-style-type: none">• Lead and support a team of Reporters, ensuring that conduct complaints about solicitors are handled to a high standard in accordance with procedures, standards, deadlines and key measures. This includes providing guidance, supervision, building capacity and addressing any performance issues constructively.• Provide support and advice to the team and all staff in the Professional Conduct Team.• Develop and implement improved processes, policies and practices to ensure work is handled efficiently.• Monitor management information to identify trends and improve performance.• Liaise with key stakeholders including the Scottish Legal Complaints Commission, Committees and parties to complaints and their agents, to ensure constructive and effective working relationships are maintained.• Prepare and present training to keep colleagues informed about developments in regulatory best practice and administrative law.• Support the Law Society to respond to press enquiries relating to investigation work.• Carry out any other reasonable duties that may be required by the Head of Professional Conduct, including deputising, to deliver an effective service.
Date	June 2026

	Essential	Desirable
Qualifications & training	<ul style="list-style-type: none"> • LLB and Diploma in Legal Practice • A Scottish solicitor with a current practising certificate 	<ul style="list-style-type: none"> • Notary public
Work experience	<ul style="list-style-type: none"> • Significant experience of at least one of the following: professional regulatory or disciplinary proceedings; litigation; or administrative law • Experience of managing a team • Demonstrable success in change management and performance or process improvement initiatives • Experience of developing and delivering priorities within operating plans which align to organisational strategic objectives • Used to handling a high-volume workload in a fast-paced environment, working to strict timescales • Well-developed IT skills across a range of business systems including Microsoft Applications (including Teams, video conferencing applications and case management systems) 	<ul style="list-style-type: none"> • Experience of handling legal complaints • Experience of a compliance or complains handling role in a law firm • Experience of working as an in-house lawyer • Track record of working successfully with committees • Project management experience • Experience of reviewing detailed written work and providing guidance to improve quality

Knowledge &
skills

- Highly developed interpersonal and communication skills
- Ability to lead and motivate a team
- Excellent analytical skills and ability to understand and solve complex problems
- Ability to understand and consider broader organisational and strategic context
- Well-developed planning and organisational skills

Competencies &
values

- Demonstrate our values of respect, openness, progress, integrity and inclusion
- Demonstrate our competencies of personal responsibility, expertise and judgment, building relationships and innovation
- Team player
- Motivated to deliver change and improved performance
- Strong self-awareness including personal resilience, recognising impact on others and a commitment to learning

Other

- Some evening and out of hours work required

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- Able to work effectively from home and from our office in Edinburgh
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