THE LAW SOCIETY OF NORTHERN IRELAND

Complaints Case Officer

The Law Society of Northern Ireland

Candidate Information Booklet

October 2026

1. Foreword from Head of Professional Conduct

Thank you for your interest in the role of Complaints Case Officer. This vacancy is intended to expand the team with responsibility for providing support to the Solicitors Complaints Committee.

The post holder will support the Solicitor Complaints Manager in dealing with matters pertaining to the service provided by solicitors to the public.

This role would be particularly suitable for someone with operational experience of working in a legal practice.

Should you have any queries about the role, please contact our Head of People and Organisational Development, Helen Claney helen.claney@lawsoc-ni.org.

Laura McCullough

Head of Professional Conduct
The Law Society of Northern Ireland

2. Background

The Law Society of Northern Ireland is the professional body for the solicitor profession in Northern Ireland with over 5,000 members, of whom circa 3,000 are in practice in the private, corporate, and public sectors in Northern Ireland.

The current organisational structure of the Society is set out below:

<table>
<tr><th colspan="4">Chief Executive</th></tr>
<tr><td colspan="4">Deputy CEO
Head of Governance and Corporate Services</td></tr>
<tr><th colspan="4">DEPARTMENTS</th></tr>
<tr><td>Member Services</td><td>Policy & Engagement</td><td>Professional Conduct</td><td>Professional Development</td></tr>
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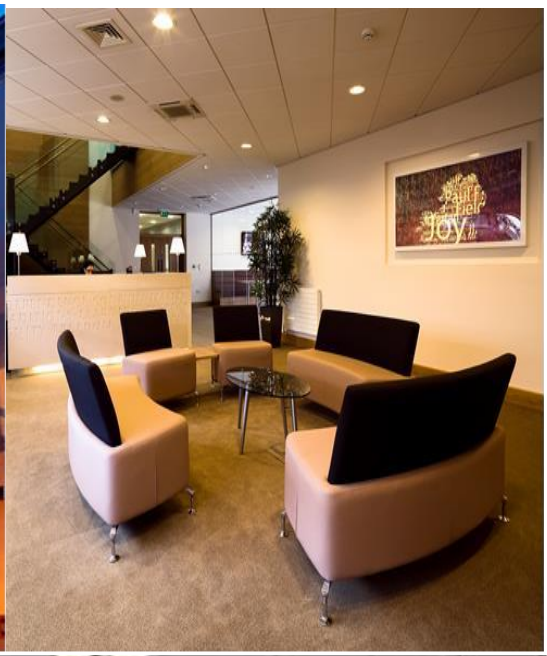
This new operating structure reflects the Society's four principal areas of responsibility:

- **Member Services** – we are a Members' organisation providing a range of professional services in support of our Members;
- **Policy & Engagement** – which represents the profession in our dealings with Government and wider Society;
- **Professional Development** – responsible for the training and admission of Solicitors and for their lifelong learning through a programme of Continuing Professional Development; and
- **Professional Conduct** – which discharges our responsibilities as the Regulator of the Solicitor profession.

The **Solicitors Complaints Committee** is an independent body responsible for considering and determining upon complaints raised against solicitors for services provided to the public. It is made up of both lay people (non-lawyers) and solicitors and has a lay majority and a lay Chair.

The **Solicitor Complaints Office** is a team within the Professional Conduct Department of the Law Society of Northern Ireland that act as secretariat to the Solicitors Complaints Committee by dealing with the administrative aspects of the investigation such as collating complaint documentation and issuing correspondence on the direction of the Solicitors Complaints Committee. All decisions are made by the Solicitors Complaints Committee and are communicated by the Solicitor Complaints Office.



3. Job description

JOB TITLE: Complaints Case Officer

REPORTING TO: Solicitor Complaints Manager

Summary of the role

Reporting to the Solicitor Complaints Manager and the Society's Head of Professional Conduct the postholder will be responsible for processing correspondence, assisting in the initial assessment of complaints regarding the service provided by a solicitor, registering complaints for investigation, handling = enquiries from complainants and solicitors as required.

The post holder will also have administrative responsibility for ensuring that complaint correspondence is retained on the Society's CRM casework system.

The main duties of the post include:

- To investigate and respond to complaints in accordance with the Solicitors (NI) Order 1976 as amended, and The Legal Complaints and Regulation Act (NI) 2016, under the direction of the Solicitor Complaints Manager and Head of Professional Conduct.
- To have continued contact with members of the public and solicitors as required.
- To provide initial assessments of complaints for consideration by the Solicitors Complaints Committee.
- To provide continued administrative assistance to the Solicitors Complaints Committee as part of its secretariat from initial complaint acknowledgement to issuance of final determinations and directions.
- To provide the Solicitor Complaints Manager and Head of Professional Conduct with applicable complaint statistics and data.
- To assist in the provision of ad hoc reports as requested concerning complaints and other feedback.
- To communicate effectively with members of the public, the solicitor's profession and third parties both by telephone and in writing.
- To assist the updating of internal procedures and protocols, to maintain the effective investigation of complaints.
- To respond to enquiries received from solicitors and members of the public regarding individual solicitors and firms in accordance with the Solicitors (NI) Order 1976 as amended and The Legal Complaints and Regulation Act (NI) 2016.
- Investigate and manage a variety of complex cases with a thorough knowledge of the relevant legislation, policies and procedures including gathering, analysing,

and evaluating evidence and making decisions relating to the direction of the investigation.

- Ensure that investigatory processes are carried out in accordance with established procedure, legislative requirements and that methods of investigation which comply with best practice.
- To report and present on the findings of an investigation to the Solicitors Complaints Committee.
- Assume responsibility for personal case load, planning and prioritising as required to ensure timescales and deadlines are met.
- Analyse complex, sensitive and/or contentious information, exercise professional judgement and decision-making in relation to cases.
- Produce analytical and evidence-based reports, with proposed recommendations.
- Draft formal documentation for use within the remuneration and complaints process.
- Participate in regular casework meetings, reporting to management with recommendations and providing up to date accurate information about cases.
- Maintain full and accurate records securely in respect of all investigations, whether kept manually or electronically, in line with information governance policies and to ensure accurate statistics can be produced.
- Maintain confidentiality.
- Compile and analyse statistics relating to the work of the conduct department.
- Undertake other duties that may reasonably be requested which are appropriate to the level of the post.
- Respond proactively to colleagues, participate in team working, work to corporate policies and procedures and contribute to the business of the Law Society.
- Participate in internal and external project groups as required.
- Continually review processes and procedures and develop frameworks and tools for their improvement.
- Undertake relevant training and where required deliver training to others.
- Work within a performance management framework, including participation in supervision and appraisal processes.
- Undertaking any other reasonable duties deemed necessary for successful delivery of the Law Society's objectives.

4. Person specification

Essential

Experience:

- Possess a degree in law and at least two years relevant experience to include experience of formal investigation.
  OR
- At least five years relevant experience to include experience of formal investigation.

Knowledge and Skills:

- Knowledge of Microsoft Office Suite (Word, PowerPoint, Excel) and other commonly used office packages.
- Strong IT and typing skills.
- Excellent analytical skills with an ability to review a large volume of materials to clearly identify relevant facts.
- Excellent written communication and drafting skills, with demonstrable ability to produce clear and concise correspondence, reports, and recommendations.
- Excellent interpersonal, oral, and written communication skills.
- Excellent time management skills with the ability to prioritise tasks, work well under pressure and adjust work schedules to identify and respond to urgent matters.
- The ability to apply sound judgement to ensure that decisions are taken in accordance with Departmental procedures and policies.
- The ability to work independently, flexibly, and efficiently.
- Confidence to work alone, but also as part of a team.
- Flexibility and adaptability to changing workloads.
- A problem-solving approach to work.

Desirable:

- Experience of working in a regulatory context.
- A relevant qualification in investigation/complaints handling.
- Knowledge of the general law in Northern Ireland and, specifically, the Solicitors Order (Northern Ireland) 1976, as amended, and The Legal Complaints and Regulation Act (Northern Ireland) 2016.

6. Terms of appointment

This is a full-time permanent position.

The position will be based at Law Society House, Victoria Street, Belfast. Some provision for homeworking is possible.

The successful candidate will be expected to apply themselves full time to the business of the Law Society of Northern Ireland. They will be expected to undergo such training or attend such courses as the Law Society may consider appropriate. The Law Society of Northern Ireland's conditions of employment apply.

Key benefits

Salary scale for the post is £29,085 to £37,813 dependent on experience.

The other principal ancillary benefits are:

- Individual Private medical insurance with immediate opportunity to benefit. Employee portal and mobile apps for support and claim assistance.
- In addition to the normal public and bank holidays, a leave entitlement of 25 days per annum.
- A contributory pension scheme, to which the employer contributes at a rate of 10% of the salary.
- Death in Service at 4 times gross salary.
- Income protection in the event of long-term illness with added benefits.
- Salary sacrifice schemes, including Tech Scheme and Cycle to Work Scheme.
- Affinity schemes with local organisations, i.e., Victoria Square, Q Parking, Agnew Corporate, and Kingsbridge Private Hospital.
- Annual Health and Wellbeing Events

The Law Society is an Equal Opportunities employer.

7. Selection Process

All dates are indicative and subject to change.

Applications

A covering letter, no longer than 2 x A4 page, and CV on how you meet the essential criteria must be submitted by **5pm, Sunday 15th November 2026.** Late or incomplete applications will not be accepted.

Applications are to be submitted to **monitoringreturn@lawsoc-ni.org**

Shortlisting

A shortlisting exercise will take place week as soon as possible following the closing date.

Interviews

Interviews will take place as soon as possible thereafter.

Applicants for the post of Complaints Case Officer will be assessed in accordance with the above criteria. It is the Applicant's responsibility to provide evidence in their CV, covering letter and at assessment of how well they meet the criteria.

The Law Society shall if required apply essential and desirable criteria for shortlisting purposes, in the order in which they appear.

Applicants will be short listed for interview only on the basis of information contained in their CV and covering letter. Only those candidates who best demonstrate in the CV and covering letter how they meet the essential and shortlisting criteria shall be selected for interview. The CV and covering letter may be used by the interview panel as part of the selection process.

The Law Society may operate a reserve list for future vacancies (either at this level or lower levels) which may arise within the Law Society. The reserve list is maintained for 6 months.