

THE **LAW SOCIETY**
OF NORTHERN IRELAND



Regulatory Conduct Officer
The Law Society of Northern Ireland

Candidate Information Booklet
June 2026

1. Foreword from Head of Professional Conduct

Thank you for your interest in the role of Regulatory Conduct Officer with the Law Society of Northern Ireland.

The Law Society of Northern Ireland is the professional body for the solicitor profession, representing c.3,000 practising solicitors working in approximately 450 firms throughout Northern Ireland in the public sector, in business, in the community and in the voluntary sector. The Law Society is the regulator of the solicitor profession and is responsible for admitting newly qualified solicitors to the profession and for solicitors' continuing professional development. The Law Society also offers a range of member services and represents the profession with external stakeholders, in particular engaging with Government on matters affecting the profession.

We aim to:

- Maintain and uphold high standards of professional conduct
- Protect clients and the public
- Uphold public confidence in the provision of legal services
- Apply regulatory powers in a manner guided by the public interest

The Regulatory Conduct Officer post is an existing role within the organisation for a permanent position. This is an exceptional opportunity for a candidate, looking for a unique opportunity to transfer their experience.

The post holder will support the Professional Conduct Manager and the Head of Professional Conduct dealing with matters of regulation and professional conduct.

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

Should you have any queries about the role, please contact our Head of People and Organisational Development, Helen Claney at 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.

As the Law Society seeks to operate and influence in a changing world the organisation has embarked on a programme of transformation to ensure that it remains responsive to member requirements.

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

Chief Executive			
Deputy CEO Head of Governance and Corporate Services			
DEPARTMENTS			
Member Services	Policy & Engagement	Professional Conduct	Professional Development

This 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.

3. Job description

JOB TITLE: Regulatory Conduct Officer

REPORTING TO: Professional Conduct Manager

Summary of the role

The post holder will be responsible for processing correspondence, assisting in the initial assessment of complaints regarding the conduct of a solicitor, registering complaints for investigation, handling telephone 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 post holder will also be responsible for providing support by dealing with enquiries received from solicitors and other parties.

The main duties of the post include:

- To investigate and respond to complaints in accordance with the Solicitors (Northern Ireland) Order 1976 (as amended) (1976 Order), under the direction of the Head of Professional Conduct.
- To have initial contact with members of the public, dealing with first stage calls, to have continued contact with members of the public and solicitors as required.
- To consider suitable resolutions to complaints under the direction of the Head of Professional Conduct.
- To provide initial assessments of complaints.
- To provide 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 Head of Professional Conduct in 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 1976 Order.
- 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 Law Society procedure, legislative requirements and that methods of investigation comply with best practice.

- To report and present on the findings of an investigation and regulatory items to the Professional Conduct 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 conduct and complaints process.
- Instruct, support and guide agent solicitors in the preparation of cases referred to the Solicitor Disciplinary Tribunal. This includes attending any review meetings and hearings as a representative of the Law Society.
- 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:

- Excellent organisational and time management skills.
- Knowledge of Microsoft Office Suite (Word, PowerPoint, Excel) and other commonly used office packages.
- Strong IT and typing skills.
- The ability to prioritise tasks and work under pressure.
- Good team working skills and the confidence to motivate a team.
- The ability to manage your own workload and supervise the work of others as required.
- Excellent interpersonal, oral, and written communication skills.
- Strong attention to detail.
- Excellent analytical skills with an ability to review a large volume of materials to clearly identify relevant facts.
- The ability to apply sound judgement to ensure that decisions are taken in accordance with Departmental procedures and policies.
- 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.

5. Terms of appointment

This is a full time, permanent position.

Confirmation in the post is subject to successfully completing a 6-month probationary period.

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.

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

Key benefits

Salary scale for the post is £36,973 to £44,800 dependent on experience.

The other principal ancillary benefits are:

- Individual Private medical insurance
- Annual leave entitlement of 25 days per annum plus 13 days bank / statutory holidays
- 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
- Cycle to Work Scheme.
- Affinity schemes with local organisations, i.e., Victoria Square, Q Parking, Agnew Corporate, and Kingsbridge Private Hospital.

The Law Society is an Equal Opportunities employer.

6. Selection Process

All dates are indicative and subject to change.

Applications

A covering letter, no longer than 1 x A4 page, and CV on how you meet the essential criteria must be submitted by **5pm, Friday 3rd July 2026**. Late or incomplete applications will not be accepted.

CVs are to be submitted to monitoringreturn@lawsoc-ni.org

Shortlisting

A shortlisting exercise will take place week commencing Monday 6th July 2026.

Interviews

Interviews will take place week commencing Monday 20th July 2026.

Applicants for the post of Regulatory Conduct 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.