

Job Description/Person Specification

Job Title:	INVESTIGATION AND ENFORCEMENT MANAGER Starting salary £45,000
Reporting to:	Director of Regulation, CILEx Regulation
Purpose of Role:	<p>To be responsible for operational management of professional misconduct, disciplinary, fitness to practise and fitness to own investigations in relation to individual legal service providers and businesses.</p> <p>To manage a team of investigators and enforcement caseworkers, including those in qualifying employment with a view to qualifying as a CILEX lawyer or Chartered Legal Executive</p>
Key Accountabilities:	<ul style="list-style-type: none"> • Manage and oversee effective, proportionate, risk and evidence-based delivery of a range of disciplinary functions by a small team of case handlers, meeting performance targets for quality, consistency and timeframe. • Conduct own caseload of the most complex cases. • Manage and coach caseworkers and investigators and provide appropriate induction, support and training opportunities according to operational, team and individual need. • Monitor, manage and report performance against targets, including developing insights data. • Oversee delegated decision making by members of your team. • Scrutinise and triage information received to allocate misconduct cases to an investigation officer according to skills and experience. • Contribute proactively as a member of the Management Team. • Oversee cost-effective delivery of the enforcement function, monitoring and managing an operational budget. • Liaise and collaborate with a range of stakeholders including independent decision makers, CILEx and other regulators. • Comply with the principles of GDPR and IGR. • Ensure robust and efficient operation of independent panels, including contract and budget management and training. • Represent and advocate for CILEx Regulation in disciplinary or appeals hearings. • Ensure accurate and complete data recording as directed. • Leading on the agreed Quality Assurance outcomes related to the role. • Provide short-term cover and support to the Disciplinary Process Manager when required. • Contribute to improvement projects including: enforcement strategy, regulatory arrangements and effective case management systems.

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Qualifications and Experience	
Essential:	<ol style="list-style-type: none"> 1. Educated to degree level (or equivalent L6 qualification). 2. Significant knowledge and experience leading enforcement/fitness to practice, disciplinary or investigation services either as a manager or

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	<p>as a senior officer (preferably for a professional regulator) OR a qualified lawyer with relevant transferable skills.</p> <ol style="list-style-type: none"> 3. Previous experience of successful staff management. 4. Knowledge and experience of ensuring demonstrably fair, and objective outcomes, including in relation to equality. 5. Producing and applying rules and procedures that are capable of withstanding legal scrutiny. 6. Knowledge and experience of advising on and applying rules/procedures and case law accurately in complex situations. 7. Experience of developing processes and a culture that minimises the negative impact on those subject to/using investigation processes. 8. IT literate and proficient in Microsoft Office.
Desirable:	<ul style="list-style-type: none"> • Advocacy qualification or experience. • Complaints handling experience. • Experience of risk-based regulation in the interests of the consumer. • Experience of professional regulation in the legal services sector. • Experience devising and leading training. • Experience managing independent panels. • Budget management experience.
Knowledge, Skills and Behaviours	
Technical skills:	Applies the required technical knowledge and skills to carry out role successfully, identifying and addressing areas for development.
Communication:	Communicates effectively, with precision, empathy, diplomacy and conciseness, both verbally and in writing; Good interpersonal and listening skills with the ability to work as part of a team; Resolution skills, including the ability to deal effectively and positively with challenging individuals.
Organisational skills:	Manages own and others' time effectively and flexibly to deliver to required standards and deadlines, with ability to manage concurrent tasks and activities at team level.
Analytical skills:	Uses analytical skills to develop solutions to problems and generate ideas for improvements.
Attention to detail:	Takes responsibility for ensuring appropriate levels of technical and factual accuracy and attention to detail are delivered.
Accountability:	Takes responsibility for their team's performance and for seeing things through to successful resolution.
Leadership:	Provides direction to team members, giving them confidence to deliver and solve problems; gives timely and constructive feedback and tackles shortcomings fairly and consistently.
Resilience:	Remains calm and measured under pressure. Dependable, with the capacity and commitment to adapt constructively in the face of challenging circumstances, whilst managing personal wellbeing.