

Recruitment Pack

Policy and Engagement Officer



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 compensation. For serious issues around the conduct of lawyers we perform some initial functions, then pass the complaint to the relevant professional body for investigation. We have oversight of complaints handling across the legal services sector and can make recommendations for improvements.

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.

We're open on professional and work experience. We want to build a diverse team, so we don't have preconceptions – you can tell us why you think you'd be great in this role.

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 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://x.com/slcccomplaints>



<https://www.linkedin.com/company/scottish-legal-complaints-commission>

Please consider applying!

The opportunity available

- We're looking for a Policy and Engagement Officer to join our team.
- This is a new role to help us to implement our new powers and functions and to support our engagement with key stakeholders.
- You'll help us shape our thinking, build our understanding and communicate our views on key issues to our partners, stakeholders and users.
- You'll play a key role in ensuring we develop robust policies to help govern our work, drawing on robust research and meaningful consultation.

- We're driven but informal, and we deliver serious functions - but enjoy doing so with good humour and teamwork.
- In return we want to deliver experience which prepares you for your future career, wherever that may take you.
- Want to find out more about what it's like to work with us? Watch this short video ([What it's like working with us?](#))



The people you'll work with

- You'll report to our Director of Public Policy and be part of a multidisciplinary team working on communications, outreach and training, data and insight and oversight and assurance.
- You will work with colleagues across the organisation on different projects, supporting improvement and implementation.
- In our last staff survey 97% said they have a good working relationship with their colleagues.

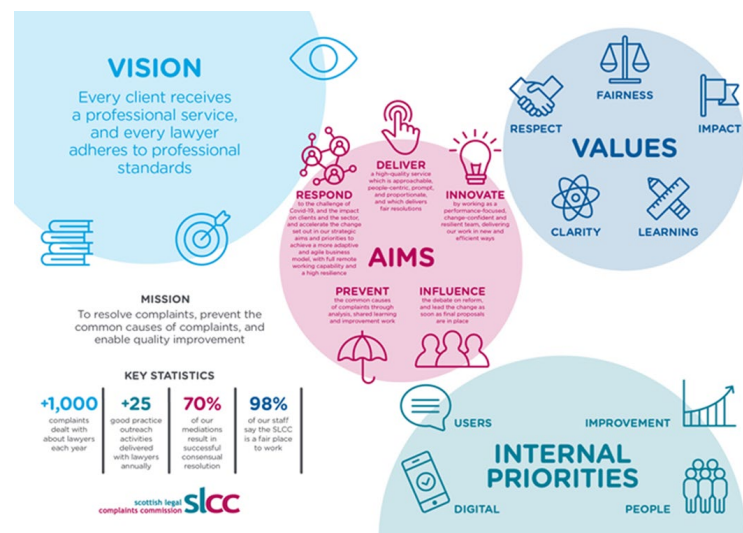


- Our senior managers are accessible to all colleagues, and they are always there to answer questions and support you in your role.
- We have an active wellbeing and inclusion policy which helps celebrate and promote diversity and health.



The organisation you'll join

- We have a clear set of statutory functions to deliver.
- We have a defined strategy and values, developed with our staff, outlining how we'll deliver our statutory role.
- We consult on our strategy, budget and operating plans with the legal sector, consumer groups and other stakeholders.
- We've a disciplined approach to planning and allocating resource - ensuring focus and impact.



Reimagine Regulation: Ready for Reform

Over the past ten years discussions have continued about the best way to regulate legal services, to drive choice and innovation in the market, and to promote public confidence and protect legal service users from harm. In that time, little has changed to achieve this. The reforms that have been introduced have layered further complexity over already convoluted regulatory arrangements, or have proved unworkable in practice.

It's time for fundamental reform to create a regulatory system fit for the future – one that works for legal service users and providers, and meets society's need for a well-functioning legal services market.

- The recently passed Regulation of Legal Services (Scotland) Act 2025 gives us new powers and functions.
- Over the coming years, we'll be working to implement those changes.
- We'll need to develop policies about our new ways of working, consider the impact on our proposed approach and consult with others on our proposals.
- We'll need a strong stakeholder engagement plan to support this work.

The role - what is important to us?

- You will be enthusiastic, motivated and able to work with others.
 - You'll bring strong relationship building skills and stakeholder engagement experience.
 - You'll be a confident communicator.
 - You'll have an accurate, persuasive and accessible writing style.
 - You'll be comfortable adapting your approach for different audiences.
 - You'll be able to demonstrate experience of policy development.
 - You'll have a proven ability to analyse information to produce robust findings and recommendations.
 - You'll be able to quickly grasp complex or technical issues.
 - You'll have excellent attention to detail and good IT skills.
- It's a benefit if you have knowledge of regulation policy, consumer policy, legal issues or equalities issues, but we're very open to hearing from those with experience in other areas.
 - You will also have the opportunity to feed into wider areas of the SLCC's work including strategy, operational planning, recruitment, HR policies and reporting.
 - You'll be keen and willing to receive feedback on your work and to identify and pursue your own development needs, with our support.
 - For more info on the role please read the job description [here](#).

Our functions

Our complaints functions:

- Provide a gateway for all complaints about lawyers in Scotland
- Give advice on complaints
- Assess if the complaint is eligible, against a number of legal tests
- Resolve complaints that relate to the service provided by lawyers – helping to find agreed outcomes and providing redress where appropriate
- Refer complaints about the personal conduct of lawyers to the Relevant Professional Organisation
- Manage complaints about how the Relevant Professional Organisation has dealt with conduct complaints
- Manage complaints about Approved Regulators.

Our oversight functions:

- Make recommendations to Relevant Professional Organisations about dealing with conduct complaints
- Make recommendations to Relevant Professional Organisations about the arrangements in place for consumer redress
- Monitor and report on trends in the way the legal profession deals with complaints to help ensure the sector learns from complaints made
- Issue guidance to the legal profession on dealing with complaints and promoting best practice.

Our statutory Consumer Panel's functions:

- Make recommendations on how we can improve our policies and processes
- Suggest topics for research about legal consumers
- Express a view on our functions.

Recently passed legislation – the Regulation of Legal Services (Scotland) Act 2025 – will make some changes to our powers and functions.

Terms and Conditions

Salary

- The starting salary for this role is £42,646.30
- Annual increments are awarded each year, based on your performance
- This role has 4 scale points and the top scale point is £45,909.27
- 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 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 27 weeks full pay
- Company Paternity Pay 5 weeks full pay
- Bereavement leave
- Emergency Leave/Time-off for Dependents
- 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 month 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 500 words of why you are interested in the role [through our website](#)
- The closing date for this role is **Sunday 11 January 2026 at midnight.**
- Interviews for this role will take place 28 and 29 January 2026. 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.