



Job Description

Job Title: Senior Case Officer

Job Level: 4

Reports to: Casework Manager

Reports: No direct reports

Location: Bar Standards Board, 289-293 High Holborn, WC1V 7HZ
Minimum 4 days per month in the office

Our Vision and Values

Our Vision

We will ensure that the BSB regulates the Bar in the public interest by promoting high standards, diversity and access to justice.

Our Values

Our People have told us that the behaviours they expect everyone to demonstrate for each of our values are:

Fairness and Respect

- Listen and include
- Respect and celebrate differences
- Challenge bias

Independence and Integrity

- Be accountable
- Be open
- Act on evidence

Excellence and Efficiency

- Learn and develop
- Collaborate
- Seek feedback to improve.

Purpose of the Role

Responsible for ensuring that the BSB's investigation and disciplinary functions operate fairly and efficiently including:

- Responsibility for own caseload of cases in the investigations and enforcement processes, including any appeals arising
- Responsible for own caseload of cases in the Fitness to Practise and Interim Suspension processes
- Taking individual regulatory decisions

Personally deal with and take decisions in the most complex of such cases and those involving reputational risk to the BSB and deal with any litigation arising.

General Responsibilities

Strategy and planning

- Providing insight and experience into shaping the BSB's strategic and business plans, enabling the activities within the Investigations and Enforcement Team to be accounted for and feed into strategic priorities.
- Working collaboratively with other relevant BSB employees to ensure a coherent approach across the BSB in relation to the enforcement functions to enable flexible resource planning, which is managed and prioritised effectively in support of the BSB's business and strategic objectives.

Investigations and enforcement activities

- Take responsibility for the investigation of potential breaches of the BSB's Handbook, including in the most legally and factually complex
- Autonomous, proactive decision making in the enforcement processes including the administrative sanctions regime, the Determination by Consent process, the Disciplinary Tribunal processes and associated appeal processes, the Fitness to Practise processes and the Interim Suspension process
- Across the team's investigations and enforcement activities, ensure that decisions, including those of the IDB, are in line with published KPIs, are consistent and reflect the agreed decision-making criteria, regulations and policies and procedures
- Identify, raise and take action in relation to issues arising from the work including submitting written reports where appropriate
- Assist other members of the Team, where appropriate, with their work by providing advice and support either in relation to individual complaints or on a general basis

- Take individual regulatory decisions on enforcement and discipline matters as delegated by the Commissioner in accordance with the Scheme of Delegations and the Enforcement Decision-making Regulations
- Contribute to ensuring that all policies and procedures in relation to the work of the Team are up to date and, where necessary, relevant new policies or procedures are developed in conjunction with other departments
- Attend meetings of the IDB and any relevant Working Groups as required including “out of hours” working
- Liaise with and assist the Legal Support Team in the conduct of litigation arising from issues related to the work of the Team including conducting such litigation where appropriate

BSB regulatory and operational development projects

- Where appropriate, lead on projects directly related to the work of Investigations and Enforcement Team
- Work with other departments to develop and deliver targeted or organisation-wide strategies, initiatives and projects including, where relevant, membership of internal forums

Continuous improvement activity

- Ensure the BSB’s continuous improvement system for regulatory decision-making is maintained and learning points applicable to the work of the team are captured, monitored and actioned
- Contribute to the development and maintenance of quality assurance systems

External engagement

- Engage with, and develop, constructive external relationships with those involved in the BSB investigations and Enforcement process
- Perform other tasks as reasonably requested from time to time by the Director of Legal and Enforcement, Head of Investigations and Enforcement or Casework Manager

Person Specification

Essential	<ul style="list-style-type: none"> • Qualified solicitor, barrister or FCILEX in England and Wales or the equivalent in a foreign common law jurisdiction (must be entitled to hold a practising certificate) (A) • Handling own caseload (A, I) • Ability to work independently and as part of a team - contributing, cooperating with and supporting other team members (A, I) • Providing services directly to the public (A, I) • Drafting (e.g. charges, instructions to counsel, letters/memos) (A, I) • Legal procedures or experience of litigation (A, I) • High level casework (A, I) • Experience of Tribunals, Hearings or similar processes (A, I) • Experience of analysing and summarising lengthy documents (A, I) • File management (I) • Knowledge and understanding of equality and diversity issues (A, I) • Proficient and experiences in the use of Microsoft 365 – Word & Outlook) (A) • Initiative skills - ability to assess a situation and take actions based on evidence (A, I) • Able to demonstrate a high level of accuracy and attention to detail in written work (A) • Flexibility and adaptability – ability to respond positively to changing circumstances and work effectively under pressure (A, I) • Communication skills – ability to communicate clear and accurate information verbally and in writing (A, I) • Decision Making skills - ability to make timely, informed decisions taking into account the facts, goals, constraints and risks (I) • Relationship building and collaboration – Ability to work as part of a team, develop and maintain internal and external relationships (I)
Desirable	<ul style="list-style-type: none"> • Electronic case management (A) • Significant experience of dealing with investigations (A, I)

	<ul style="list-style-type: none"> • Committee Experience (A, I) • Experience of working for a regulator (A, I) • Knowledge of regulatory procedures (A, I) • Can demonstrate a commitment to delivering high quality services to the satisfaction of senior management and internal/external stakeholders (A,I)
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A= Application, I = Interview

Measures of Success

Through effective use of detailed legal and investigatory knowledge, the job holder ensures that in respect of their individual work:

- The confidence of the public and profession in the efficacy and effectiveness of the BSB's enforcement functions is maintained without any unnecessary damage to the reputation of the BSB
- Autonomous decision making is consistent and adheres to agreed policies and procedures
- Agreed service standards and KPIs are met
- All systems supporting the enforcement procedures are kept up to date, including the Case Management System, policies and procedures, standard letters and external information
- The written work of the job holder is of a high quality, accurate and audience appropriate requiring minimal editing
- Enforcement decision makers are provided with accurate advice
- The IDB is supported with the provision of accurate and comprehensive reports and information
- Appropriate, timely and proactive action is taken on issues arising from casework with relevant management apprised of developments
- Effective contribution to shaping the BSB's strategic plans to agreed timelines
- Taking a positive and flexible approach to the work, with commitment to delivering work of high quality.
- Ensure an outcomes focussed and risk based approach is taken to the work and assist with the development and maintenance of such an approach across the department and the wider organisation.
- Taking a proactive approach to personal development, supporting the BSB to grow and develop as a strong and sustainable regulator
- Positive user and colleague feedback is received about the work with the emphasis on fairness and efficiency