

# Professional Standards and Quality Specialist, London

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## Job Description





## Making a difference



### *Who we are*

We are an international law firm with a focus on private capital at the intersection of personal, family and business.

Our ability to understand people makes us who we are. We work together to build deep and trusted relationships that deliver meaningful value to our clients. We do this with empathy, attention, and clarity. No jargon, no attitude. We know what matters.



### *We are committed to running our business responsibly*

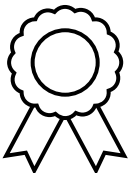
We recognise that our long-term success as a responsible business depends on the health and resilience of our people, our clients, our communities, and our natural environment. We are working hard to ensure that we make a positive contribution for all our stakeholders.

As part of this, we are committed to developing an increasingly diverse, inclusive, and supportive workplace environment where everyone can bring their whole selves to work, feel valued, feel that they belong and can fulfil their potential.



### *We understand the benefits of hybrid working.*

We adopt a hybrid working approach, working on a 60/40 split of working in the office and working remotely. This arrangement is non-contractual, dependent on requirements of the role and subject to manager approval.



### *What we value*

Our values represent who we are as a Firm. They are designed to guide the way we think, behave, speak, collaborate, and do business. Please see our four core values below.



**Collaborative**  
we pull together



**Committed**  
we drive performance



**Authentic**  
we stay grounded



**Forward-looking**  
we look beyond

# Professional Standards and Quality Specialist

## The HR Function

The HR function is split across several key areas: Business Partnering; Talent and Culture which includes, Diversity, Equity & Inclusion; Reward & Benefits; Services & Policy; and Organisational Learning & Development, all working collaboratively together and with the wider business to deliver the people aligned Firm strategy. Providing a trusted, high-quality service and delivery in line with our Firm values is key to the professional reputation of the function.

## Role Purpose

The Professional Standards & Quality Specialist will play a pivotal role in ensuring that the firm maintains the highest standards of practice and compliance within the SRA regulatory requirements and requirements of our other regulators in offices outside the UK.

This position will work closely with our internal Compliance & Risk team focusing on aligning the firm's quality standards with its strategic goals, whilst fostering a culture of continuous professional development (CPD) amongst legal practitioners and business services employees. The identification, creation and delivery of suitable professional skills and standards training programmes across the firm will be a key element of this role. This role will also oversee the group practicing certificate renewal process whilst ensuring compliance with all identified training & development requirements.

This is a full-time role, including agile and flexible working.

## Roles and Responsibilities

- Ensuring that the firm and its lawyers are able to deliver work to clients of the highest standards, following current best practice and in compliance with the firm's and the lawyers' professional obligations.
- Working to ensure that best practice is followed in supervision of work at all levels, with particular regard to the hybrid working environment that the firm has embraced and the adoption of AI technologies.
- Working closely with the Compliance & Risk team to identify necessary changes and improvements to existing processes and standards, in particular around professional conduct, ethical behaviour, professional skills, client service and work quality.

- Working closely with the Compliance & Risk team to ensure that any changes made by applicable regulators to their rules or standards or by the firm to its own policies and procedures are communicated to colleagues in a timely, efficient and effective manner.
- Devise and deliver training programmes for staff at all levels relating to professional conduct, ethical behaviour, professional skills, client service and work quality.
- Working closely with the HRBP's to ensure CPD is fully integrated into the performance management review process. Provide monthly management reports for all mandatory compliance training.
- Conduct Interval internal audits and assessments of compliance and quality standards, identify recommendations for continuous improvement.
- Oversee the firm's practising certificate renewal process, ensuring all necessary documentation and training is completed in a timely manner and working with the Compliance & Risk team to ensure that all fee-earners being submitted centrally are eligible for bulk renewal. Ensuring that fee-earners not eligible for bulk renewal have obtained current practising certificates or the equivalent. Ensuring that fee-earners have current practising certificates or equivalent for all the jurisdictions whose laws they practice.
- Provide guidance & support across the firm on learning and development opportunities internally and externally, especially those that enable fee-earners to gain continuous professional development credit related to improving and enhancing skills and behaviours, rather than related to technical legal issues (which are covered by our Knowledge Development Lawyers).
- Foster a culture of quality and compliance within the firm, promoting best practice in professional standards aligned to our firm's values.

### Skills and Experience

- Proven experience in conduct compliance, ethical practice, professional skills training and/or quality management within a professional services environment.
- An excellent understanding of the SRA's Standards and Regulations.
- Good understanding of the issues posed to training and supervision by hybrid working practices.
- Good understanding of the benefits and risks posed by the adoption of AI to client service, work quality and ethical standards.

- Proficient in managing compliance, professional standards and professional skills training programmes and reporting outcomes in a professional service environment.

## Person Specification

- Excellent analytical skills, attention to detail and problem-solving skills.
- An ability to communicate effectively with colleagues of all levels of seniority across the firm internationally, both legal qualified and non-qualified staff.
- A proactive approach to continuous improvement, a commitment to high ethical standards and a strong focus on people development and support. High level of ethical judgement.
- Strong communication and interpersonal skills, with the ability to work collaboratively across departments.
- Exceptional organisational skills, with the ability to manage multiple priorities and deadlines.

## Competencies

- |                          |                              |
|--------------------------|------------------------------|
| • Working together       | • Integrity and respect      |
| • Inclusive              | • Personal impact and growth |
| • Driving high standards | • Commercial mindset         |
| • Client - centric       | • Responsible Business       |

## Contact

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This job description is not rigid or exclusive and may be adjusted at any time in consultation with the Partners and/or Director of HR to meet the needs of the Firm or the post holder. There is constant review and adaptation to meet the changing needs of the Firm.

Please note in respect of our UK offices, any offer of employment will be conditional upon the successful candidate having the right to reside and work in the UK. In respect of the overseas offices any offer of employment will be subject to being able to obtain the relevant visa. Charles Russell Speechlys is committed to its effort to ensure there is no modern slavery or trafficking in their organisation or supply chain, details can be found on our Modern Slavery Statement. Charles Russell Speechlys is an equal opportunities employer. We respect and support diversity within our workforce.