

## ROLE PROFILE – Team Leader - Supervision Supervision

Career Framework: Matrix / Balancing  
Level 5 (lower)

### Role Purpose:

Responsible for leading and coaching a team of Supervisors who manage and investigate reports of misconduct and regulatory breaches made against regulated firms and individuals. As a Team Leader, you will be required to provide high quality technical expertise and retain oversight of complex investigations within your team, and provide excellent management and operational direction to ensure the effective and efficient use of resources. A lead role will be in developing, coaching and supporting your team to ensure the team develops technically and produces high quality work. Working as part of the Supervision local management team, the Team Leader will fully support the Director and Managers in ensuring the Supervision Strategy and Business Plan is delivered.

### Outcomes:

- Successfully lead a team of Supervisors by providing quality regulatory technical expertise and excellent management / operational direction - overseeing these Supervisors to ensure work is progressed within set timeframes and KPIs are met.
- Provide support, expertise and oversight on complex investigation, providing technical direction and making key decisions to ensure appropriate regulatory action is taken, based on sound judgement and in accordance with the SRA's Principles, risk-based regulatory approach and handbook requirements.
- Ensure that reports and documentation are produced to the highest standards which will stand up to scrutiny of the Solicitors Disciplinary Tribunal and Courts - supporting and coaching Supervisors as required.
- Effectively manage the team / individuals providing clear communication; robustly managing performance / providing timely constructive feedback (regular reviews); and supporting / coaching individuals to improve and fully engage in their own development and learning.
- Work collaboratively across the SRA and demonstrate a positive and proactive approach to achieving organisational objectives, including providing expertise and taking responsibility for leading on projects and priorities, engaging other functions to support evidence gathering and credible deterrence approach, and providing intelligence and feedback to help Risk and Policy develop the overall SRA framework / policy agenda.
- Develop and deliver appropriate training to the Supervision team on relevant topics which support and develop the effectiveness of Supervisors in their role.

**This role profile is aligned to the internal SRA career framework.**

The career framework profile outlines the generic requirements which are common to all roles within this strand/level. The role profile outlines supplementary role specific requirements.

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### Knowledge, Skills & Experience:

#### Essential:

- Relevant regulatory experience, and/or extensive law practice experience. If only one present evidence of strong ability to fully comprehend the other.
- Must be able to demonstrate a good commercial awareness or understanding of the legal services market, including political and economic influencing factors.
- Excellent leadership skills, with a proven ability to manage performance, with experience of coaching, mentoring and developing people.
- Excellent communication skills – the ability to adapt style to explain complex issues succinctly, with clarity both in writing and orally, and a proven ability to influence and challenge others.
- Proactive decision making and an ability to analyse complex information and make sound judgements based on clear rationale - demonstrating a good sense of risk-based judgement and business acumen to identify key issues and solutions.
- Evidence of working in a dynamic environment where priorities may change at short notice, and be able to make sound judgements, along with the ability to plan and deliver effective results – resilient and tenacious.
- Proven experience of operating autonomously and collaborating as part of a functional or cross functional team.
- Willingness to learn and develop new skills, taking on new responsibilities and adopting a flexible, pragmatic approach to work.
- Relevant academic qualifications.

#### Desirable:

- Good knowledge of the legal framework and the SRA's principles / rules against which the key regulatory risks in the regulation of legal services will be assessed.
- Strong financial analysis skills - ability to critically examine, interpret and challenge financial statements.
- Demonstrable experience of delivering change through leadership.

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