



Costs Lawyer Standards Board

Chief Executive Officer

Role information

November 2024

Chief Executive Officer

POSITION DESCRIPTION

- Position:** Chief Executive Officer (CEO) of the Costs Lawyer Standards Board (CLSB).
- This is a part-time, permanent position reporting to the Chair of the CLSB board.
- Remit:** The CEO is responsible for the day-to-day operation of the CLSB, with support and oversight from the board. This responsibility covers delivery of the CLSB's regulatory functions under the Legal Services Act 2007, as well as internal operations, communications and stakeholder engagement.
- The CEO is the line manager for the Director of Policy and Director of Operations, and is responsible for overseeing the work of other independent advisers (such as investigators, disciplinary panel members and consultants).
- The CEO's key responsibilities are set out in more detail below.
- Work arrangements:** 3 days per week, with flexibility as to the days and times worked (to be agreed with the board).
- Working remotely from a home or other personal office, with some in-person meeting attendance in England and Wales as required from time to time.
- Remuneration:** £52,000 per annum for 3 days per week (which is the equivalent of £87,000 per annum full-time).
- 15 days annual leave (which is the equivalent of 25 days per annum full-time).
- 3% employer pension contribution.

ABOUT THE CLSB

The Costs Lawyer Standards Board, or CLSB, is the regulator of Costs Lawyers in England and Wales. Costs Lawyers are experts on the subject of legal costs, providing specialist advice in a niche area of law.

We exist to serve the public interest by setting and maintaining the standards of professional conduct by which Costs Lawyers must abide. We are funded by the Costs Lawyers that we regulate through the collection of an annual practising fee. All of our income is used for regulatory purposes.

Our activities are governed by the Legal Services Act 2007. Under the Act, we have a duty to promote eight [regulatory objectives](#). Our activities are scrutinised by an oversight regulator, the [Legal Services Board](#).

CEO KEY RESPONSIBILITIES

- **Strategy, budget and business planning**
 - In collaboration with the board, develop and deliver the CLSB's **organisational strategy**, vision, mission and objectives.
 - Lead the process of **annual business planning** in pursuit of the strategy, coordinate delivery of the business plan and regularly report to the board on progress.
 - In collaboration with the Director of Operations, develop the CLSB's **annual budget** and oversee expenditure.
 - Advise the board on the level of the **annual practising fee** and secure approval from the Legal Services Board.
 - Assist the board in identifying, analysing and mitigating **strategic risks** to the organisation and the regulated market.
 - Identify and pursue strategic opportunities for the CLSB to **grow and improve** in line with its strategy and the [regulatory objectives](#).
 - In collaboration with staff, provide strategic advice and oversight relating to the planning and delivery of **individual projects**.
- **Governance**
 - Develop a constructive **working relationship** with the board and the Chair.
 - Ensure the board has the information it needs for **effective oversight** of the organisation's strategic and regulatory objectives.
 - Provide **company secretarial support**, including by setting meeting agendas, preparing board papers and drafting minutes of board and committee meetings.
- **Compliance and performance**
 - Ensure the CLSB fulfils its duties under the **Legal Services Act 2007**, including promotion of the [regulatory objectives](#) set out in that Act.
 - Ensure the CLSB complies with the rules, guidance and other requirements of its oversight regulator, the **Legal Services Board**.
 - Report on the CLSB's operational and regulatory **performance** to the board, the Legal Services Board and other relevant stakeholders.
 - Manage and continually improve the internal processes used to ensure **compliance** with all other laws, regulatory requirements, corporate obligations and contractual obligations applying to the CLSB.
- **Stakeholder engagement and management**
 - Develop and nurture collaborative, mutually beneficial **working relationships** with key external stakeholders.
 - **Represent** the CLSB at external meetings, conferences, forums and working groups.
 - Use **professional networks** to build the profile and reputation of the CLSB.

- **Policy, education and regulatory arrangements**
 - In collaboration with the Director of Policy, take responsibility for the development and implementation of CLSB **policy, regulatory rules, guidance and resources**.
 - Apply to the Legal Services Board for approval of **changes to regulatory arrangements**.
 - Lead the CLSB's work on **qualifying as a Costs Lawyer**, including oversight and accreditation of training providers that deliver the Costs Lawyer Qualification, and fulfilling the CLSB's obligations as assessor of the Costs Lawyer apprenticeship.
 - Keep abreast of **developments** in the costs law market, the legal sector and the wider political and economic landscape and take proactive steps to promote the [regulatory objectives](#) in light of emerging risks, challenges and opportunities.

- **Supervisory and disciplinary processes**
 - Oversee the CLSB's **supervision activity** in relation to compliance with its regulatory rules (such as annual audits) and ensure supervision activity is appropriately evaluated and fit for purpose.
 - Oversee **disciplinary and enforcement activity** carried out by the CLSB, including the handling of complaints and investigations, and by undertaking the tasks stipulated for the CEO in the [Disciplinary Rules and Procedures](#), ensuring that the independence of regulatory decision makers is preserved.
 - Identify the need for, and take leadership of, any other **strategic regulatory interventions** undertaken by the CLSB from time to time.

- **Communications**
 - Implement the CLSB's **communications strategy**.
 - Develop or approve **communications** on all aspects of the CLSB's work, including newsletters, press releases, consultations, social media, group email communications, advice and guidance.
 - Ensure that the CLSB's communications and publications reflect the CLSB's **brand** and tone of voice.
 - In collaboration with the Director of Operations, continually improve the CLSB's **website and public-facing content** to ensure it is accessible, relevant and up to date.
 - Assist the Director of Operations in dealing with more **complex enquiries** from Costs Lawyers or the public (for example, about novel ethical or legal problems) and take timely action to address trends and themes identified through enquiries.

- **Corporate services and operations**
 - In collaboration with the Director of Operations, oversee and continually improve the CLSB's **corporate systems and processes**, including in relation to finance and banking, business continuity and IT.
 - Act as the responsible person for matters relating to **data protection**.
 - Adopt good practice standards in relation to **procurement**, contracting and relationship management with third party service providers.

- **People management and culture**

- Ensure sufficient internal **capacity and capability** for the CLSB to carry out its functions effectively.
- Foster a positive, open and innovative **culture** within the CLSB, aligned to delivery of the organisation's strategic objectives.
- Lead **recruitment** activity, including for board appointments and members of CLSB panels and committees.
- Implement appropriate **internal policies** to promote staff well-being, equality and diversity, and health and safety.
- Provide timely **support and feedback** to staff, create opportunities for professional development, and deal appropriately with any employee needs or grievances.
- Promote **professionalism** leading by example, including by upholding relevant principles in the [Costs Lawyer Code of Conduct](#), the [Internal Governance Rules](#) and the [Nolan Principles of Public Life](#) in both your professional life and relevant aspects of personal life.

APPLICATION PROCESS

To apply, submit your CV and covering statement by email to Jacqui Connelly at enquiries@clsb.info.

The covering statement should summarise your experience, qualifications and skills relevant to the selection criteria set out on the next page, and explain the reasons for your interest in this role. We will not consider applications that are not accompanied by a covering statement.

Once you have submitted an application, please complete the [candidate diversity survey](#) for the role. This survey is used for monitoring purposes only; the responses are anonymous and will not impact your application in any way.

The closing date for applications is **Tuesday 3 December 2024**. We will review applications as they are received and early applications are encouraged. Candidates who are shortlisted will be contacted to arrange an initial interview on 16 December 2024 via Teams. It is likely that second round interviews will be held in person in London in mid-January. We will not contact applicants who are not shortlisted.

The CLSB invites applications from people of all ages, experience and backgrounds who feel they could make a positive contribution to our organisation. You are encouraged to inform us if there are any reasonable adjustments that would assist you in the application process.

SELECTION CRITERIA

Essential:

- Experience of a leadership or management role in a small or medium-sized organisation.
- Experience of strategic and business planning, including the delivery and evaluation of strategic priorities and reporting against project plans and KPIs.
- Experience of working constructively with boards or committees to provide information, advice and guidance.
- Experiencing of setting and managing a budget for an organisation or business unit.
- Ability and willingness to engage with the detail of individual issues and projects, including through in-depth analysis and drafting.
- Ability to make sound decisions quickly.
- Exceptional written and verbal communication skills, with the ability to adapt communication style to a variety of audiences.
- Exceptional interpersonal skills, with the ability to build relationships of mutual trust with staff and key stakeholders and build networks with external peers (such as other regulators, government officials, representative bodies, regulated individuals and industry press).
- A professional mindset that prioritises the interests of the public, consumers, professional standards and social justice.
- Ability to work autonomously and proactively, with strong organisational skills.

Desirable:

- Experience of regulatory policy development within a profession.
- Familiarity with litigation, legal costs and/or the way lawyers are engaged by and charge their clients in England and Wales.
- Understanding of the issues affecting lawyers, their clients and the legal sector in England and Wales.
- Experience of disciplinary and enforcement process, or professional ethics and standards more generally, in a professional services context.
- Experience of a leadership or management role in a not-for-profit, regulatory or membership organisation.
- A relevant undergraduate or postgraduate degree, for example in law, regulation, policy or business administration.