

Appointment of

Executive Director of Member Experience

October 2025

Project code: QBWVA

Introduction

This is an exciting time to be joining the Law Society of Scotland. We seek to recruit two roles onto our Senior Leadership team, an Executive Director of Operations and an Executive Director of Member Experience. The Society is the member led organisation which represents and regulates over 13,000 Scottish Solicitors working in Scotland, across the UK and abroad, and assures the high standards for which the Scottish legal profession is known.

Today's legal sector is constantly changing. The Scottish legal services market is diverse, from small firms in communities across the country through to major international law firms with offices around the world. Almost a third of Scottish solicitors now work in-house, whether in the public or private sector. The range of legal services in demand by civic Scotland and offered by legal professionals has never been wider, with technology transforming the way in which many of those services are provided.

The Scottish legal profession provides tens of thousands of well-paid, highly skilled jobs, and contributes well over £1 billion to the Scottish economy each year. The skills of Scottish-trained solicitors are highly valued around the world.

The Society provides professional and wellbeing support and specialist training for its members, to ensure they maintain the knowledge and skills they need, throughout their careers. We also work with schools and universities around legal education, not only to ensure that the next generation of solicitors has the skillset they need for the developing legal sector, but also to ensure that the profession reflects the society that it serves in terms of equality, diversity and inclusion.

Our policy work in providing scrutiny of new legislation, and so shaping good law that works in practice, forms a core part of our public interest contribution to civic Scotland. It is also a key aspect of our representation of the Scottish legal profession.

In May this year we saw landmark reforms to the way the profession is regulated passed by the Scottish Parliament. The new legislation will allow us to modernise and streamline our regulatory processes around the provision of legal services, ensuring better protection for consumers and allowing new opportunities for the Scottish legal services market to thrive.

Other legislative reforms directly affect our members' practice, including far-reaching changes planned for Scotland's criminal justice system.

In October 2022 we published our five-year strategy, which will direct our work up to 2027. The strategy sets out our ambitions across five key areas:

- Supporting our members to thrive
- Modern and effective regulation acting in the public interest
- Innovation and efficiency
- Influential voice that enhances our legal sector and justice
- Leading the profession

As Executive Director of Member Experience you will have an important role within our senior leadership team in achieving those ambitions and in shaping the organisation, its efficiency and effectiveness, and its future as we look to the years ahead.

These roles will include providing strategic direction and support for our Chief Executive, the Council, Office Bearers, Board and your colleagues on the senior leadership team to ensure we can maximise opportunities and manage challenges within the legal and justice sector.

The people we employ are both talented and dedicated to achieving the best outcomes for our members and the wider society they serve.

These roles provide the opportunity to work with us in a time of change and opportunity to further improve what we do and how we do it.

I am delighted that you are interested in finding out more and I wish you well on your recruitment journey.

Best wishes



Ben Kemp
CEO, The Law Society of Scotland



About us

The Law Society of Scotland is the professional body for Scottish solicitors and was established in 1949. We have an overarching objective of leading legal excellence and strive to excel and to be a world-class professional body, understanding and serving the needs of our members and the public. As part of our regulatory duties, we set and uphold standards to ensure the provision of excellent legal services and ensure the public can have confidence in Scotland's legal profession.

The Law Society also has a statutory duty to work in the public interest in relation to the profession, a duty which we are strongly committed to achieving through our work to promote a strong, varied and effective legal profession working in the interests of the public and protecting and promoting the rule of law. We seek to influence the creation of a fairer and more just society through active engagement with the Scottish and United Kingdom governments, parliaments, wider stakeholders and our membership.

Dimensions

The Law Society of Scotland (LSS) is the professional body for over 13,000 Scottish Solicitors. It is a body set and up and governed by statute. It is governed by a Council of up to 48 individuals (both solicitor and non-solicitor). It has a staff of around 170 and around 650 volunteers (solicitors and non-solicitors) assist in carrying out its work.

INVESTORS IN PEOPLE®
We invest in people Gold

 Investors
in Diversity
Gold UK
Leaders in Diversity

Until
January
2026



More information can be found at:

- [Who We Are](#)
- [Strategy 2022-2027](#)
- [Annual Plan 2024-25](#)
- [Annual Report 2023/24](#)
- [Regulation of Legal Services Bill](#)



The role

Job Purpose

- To provide strategic leadership to the team(s) that will deliver the Society's strategic aims and objectives, particularly in:
- Developing a clear, evidence based, member value proposition to deliver the needs of our evolving membership and ensuring a clear strategy is developed to deliver on this.
- Designing and delivering products and services that meet our members' needs.
- Delivering a world-class/go-to advice service for the profession.
- Using our digital platforms and our new offices to create and deliver valued member services.
- Delivering increased membership numbers & commercial incomes.

Key Responsibilities

- To operate as a key member of the Society's senior leadership team, contributing to the evolution of our Strategy and leadership of the organisation.
- To work with colleagues in our research team to develop an in depth and data-driven understanding of our members' evolving work and needs. Use this insight to develop a member value proposition and clear strategy to deliver on this.
- To deliver an engagement plan relevant to the experience of all our members, including those practising in High Street firms, large multi-nationals, in-house as well as those outside of Scotland.
- To collaborate with colleagues across the organisation to develop and execute operational plans to design, market and deliver new membership products and services to our members that meet members' needs and to promote and support growth and innovation across the sector.
- To execute a multi-year membership growth and retention plan that covers both Solicitors and non-Solicitors, and which drives the delivery of our ambitious growth goals.
- To lead and enable the use of digital solutions to deliver better member experience and improved efficiency.
- To take responsibility for all our sources of commercial income and for increasing the contribution our commercial income makes in line with our strategic aims and to deliver better value, products and services for members.
- To ensure the optimal staff structure for the directorate ensuring teams are appropriately resourced to support strategy.
- To provide effective leadership to the teams within the directorate, motivating and inspiring colleagues to help us deliver our strategic objectives.
- Oversee the overall directorate budgets (including income and costs); identify and manage high-level risks and ensure compliance with Society policies.
- To develop positive working relationships with members, law firms, Office bearers, the Chief Executive, Senior Leadership Team, Council, Board and staff at the Society.
- To support and work effectively with relevant committees, which may include the Insurance Committee, Professional Practice Committee, other committees and sub-committees, and the Lawscot Tech Advisory Board.
- To carry out other activities and responsibilities to support the Society's work, as required from time to time.



Person Specification

Knowledge, skills & experience

Essential:

- Experience of senior strategic leadership in a member-/ customer-centric service environment.
- Experience of leading data-driven approaches to drive member/ customer service culture, growth and retention.
- Experience of organisational change delivery, particularly digital transformation.
- Strong ability to build effective networks and work collaboratively across teams and stakeholders.
- Highly developed leadership skills, with a proven ability to inspire, motivate, and manage people effectively.
- Exceptional customer and stakeholder management, with a talent for influencing at all levels.
- Strong commercial awareness and business acumen.
- Excellent interpersonal, communication, and networking abilities.
- Proficient in leveraging digital technologies to support business objectives.
- Demonstrated proficiency in managing budgets.

**Desirable:**

- Experience of generating profitability through fee-paying services, ideally with a comparable professional body or membership organisation.
- Experience of working in a regulated sector.
- Sales management experience.
- Track record of working with Boards and committees.
- Understanding of the legal sector and its organisations (particularly in Scotland).

Qualifications and training

- Membership of an appropriate professional body is desirable

Values

- Embodies our core values: respect, openness, progress, integrity, and inclusion.

Other

- Some evening & out-of-normal-hours work required.
- Flexibility required to work from home and from an office-based environment.
- Occasional travel may be required.

Terms of appointment

Job Title – Executive Director of Member Experience

Directorate – Member Services and Engagement

Reporting to – Chief Executive Officer

Responsible for – 4 x Direct Reports

Location – Edinburgh / Remote

Contract type – Permanent



How to apply

Saxton Bampfylde Ltd is acting as an employment agency advisor to the Law Society of Scotland on this appointment.

Candidates should apply for this role through our website at www.saxbam.com/appointments using code **QBWVA**

Click on the 'apply' button and follow the instructions to upload a CV and cover letter and complete the online equal opportunities monitoring* form.

The closing date for applications is **noon on Wednesday 5 November 2025.**

* The equal opportunities monitoring online form will not be shared with anyone involved in assessing your application. Please complete as part of the application process.

GDPR personal data notice

According to GDPR guidelines, we are only able to process your Sensitive Personal Data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, health, sex life, or sexual orientation) with your express consent. You will be asked to complete a consent form when you apply and please do not include any Sensitive Personal Data within your CV (although this can be included in your covering letter if you wish to do so), remembering also not to include contact details for referees without their prior agreement.

Due diligence

Due diligence will be carried out as part of the application process, which may include searches carried out via internet search engines and any public social media accounts.

