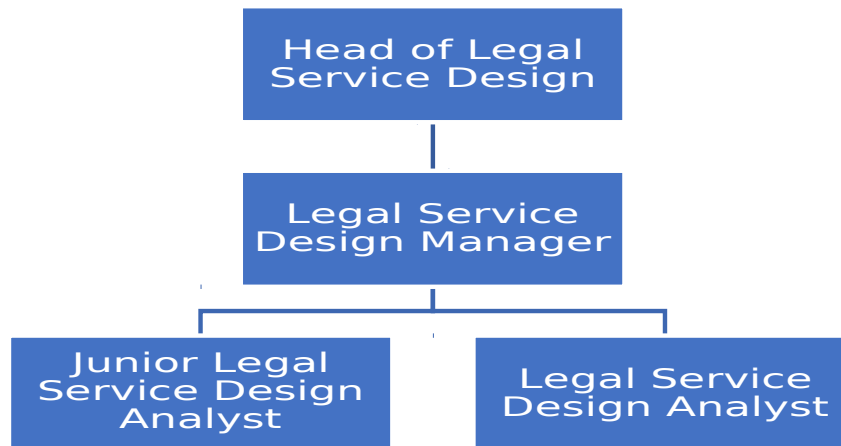


## **JF2 SES Junior Legal Service Design Analyst Role**

Practice Group	(a)	Information Technology		
Product Group	(b)	Service Excellence Team		
Sub-Team	(c)	Legal Service Design Team		
Role	(d)	Junior Legal Service Design Analyst		
Job Family	(e)	2	Contract Type	(f) Permanent



### **The Service Excellence Solutions Team (SES)**

The SES Team works with legal teams and clients to develop our outward facing technology solutions and further increase our innovation offering. We at Eversheds Sutherland understand the need to ensure the fundamentals are delivered across the firm, but also that there will be a growing need to look at emerging and innovative technology to allow the firm to continue to deliver a high quality service to our Clients. The Team focuses on how we can improve the service we deliver to our Clients across the firm, whether that's through the use of technology, innovation or process improvements.

### **Job Role Purpose**

**The role sits within the Legal Service design team** within Service Excellence. The Junior Legal Service Design Analyst will support the team on the delivery of internal and external facing projects. **They will play an active role in the analysis and design stages of the Legal Service Design framework**, some of the tasks will include **Mapping processes, measuring efficiency, capturing requirements, working with developers, carrying out testing and delivering training to end users to help drive adoption.**

### **Key Responsibilities**

- **Reporting to the Legal Service Design Manager the Junior Legal Service Design Analyst will support the delivery of projects in line with the SES firm-wide strategy.**
- **Proactively working with the Legal Service Design Manager and wider team to help identify opportunities for process optimization and improvement when working across our different practice groups.**

- **Working with the Legal Service Design Manager** and wider team **to help define solutions and techniques for best practice in carrying out the above.**
- Work with project leads to ensure project documentation is completed to a high standard.
- Supports the Legal Service Design Manager in the coordination and facilitation of workshops, encouraging creative thinking that will enhance the firm's legal service delivery offering to new and existing clients.
- The Junior Legal Service Design Analyst will be required to collaborate and work with multiple stakeholders at different seniority levels within the practice groups and international operations teams.
- Manage a high and sometimes complex, workload day to day with the ability to prioritise work and achieve time sensitive deadlines.

### **Key Capabilities and Behaviours**

- Strong day to day self-management with a focus on service excellence and delivery whilst role modelling exemplary behaviours in line with the firm's purpose and values.
- Has a good analytical mindset and awareness of methodologies such as lean six sigma, design thinking, business change management and agile.
- Has strong verbal and written communication skills in a variety of situations and when deal with a variety of challenging stakeholders.
- Confident and credible in dealing with internal and external stakeholders with the ability to build lasting and strong relationships.
- Innovative and solution oriented with a lively, energetic and positive outlook.
- Pragmatic, robust and resourceful, with the ability to adapt quickly to different situations and personalities.
- Follows, adheres to, and ensures team compliance with best practice and firmwide policies.

### **Experience Required**

- Demonstratable experience of working in in the design and implementation of legal technology solutions desirable but not essential.
- Demonstrable experience of supporting change and building strong internal relationships in a variety of business areas desirable but not essential.
- Experience in legal or professional experiences desirable but not essential.
- Awareness of methodologies such as lean six sigma, design thinking and agile desirable but not essential.
- Experience of working in a partnership environment would be desirable but not essential.

