

Role Description			
Practice Group	Information Technology		
Product Group	Service Excellence Team		
Sub-Team	Legal Technology Solutions		
Role	Legal Tech Client Support Lead		
Job Family	3	Contract Type	Permanent
<p>The Service Excellence Services Team (SES)</p> <p>The SES Team was initially created in 2018 to focus on working 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 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.</p> <p>Main Purpose of Role:</p> <p>The Legal Tech Client Support Lead is responsible for leading and managing the external support of our Client facing technology estate. They will be on hand for our external Clients to get in touch with and responsible for providing a high quality support service for our external Clients, taking ownership of any problems and/or questions and working with the relevant Team(s), and possibly Suppliers, to see these through to resolution.</p> <p>The Support Lead will manage junior members of the Client Support Team to help manage workloads and ensure good processes and practices are in place to bring about efficiencies. They will take a lead on ensuring they have visibility of product roadmaps to proactively manage and identify any new knowledge or training gaps within the Team, and that new products are onboarded into the Team. They will also be responsible for delivering regular reporting and metrics, and that any trends from these are identified and any potential improvements to increase efficiency and/or improve existing processes are discussed with the appropriate Team(s).</p>			
<p>Primary Responsibilities of the Role</p> <ul style="list-style-type: none"> a) Acts as "front of house" for our external Clients and their use of the legal tech solutions we provide them b) Leads the Legal Tech Client Support Team and ensure a high quality service is provided to our Clients c) Work with our Clients to understand and take responsibility for their questions and/or problems and work with relevant parties to see these through to resolution d) Able to triage and problem solve issues to help identify appropriate solutions and next steps e) Where necessary, works with other internal Teams, Suppliers and/or our Offshore Development Team to progress solutions f) Owns and takes responsibility for maintaining a knowledge base g) Takes responsibility for having an awareness of product roadmaps to ensure the relevant transition takes place within the Team h) Helps to review/test new features prior to launching to Clients to ensure familiarisation and awareness within the Team i) Owns and embeds the onboarding process to ensure new tech solutions are transitioned into the Team and communicated accordingly j) Proactively reviews statistics and metrics to help identify areas for improvement and appropriately progresses these 			
<p>Capabilities, knowledge and experience requirements:</p> <ul style="list-style-type: none"> • Application support experience • Client facing • Good stakeholder management • Priority management and self-organising • Exceptional communication skills across a range of stakeholders • Problem solving • Solutions driven • Line management 			

- Awareness of ITIL and best practice
- Awareness of the SDLC
- A good basic understanding of technology and infrastructure (relational db models, SQL, APIs, cloud infrastructure)
- Agile methodologies
- Solutions driven
- Expectation management

Key behaviours from role expectations

- Upholds an ethos of service excellence at all times
- Enthusiastic and self-aware, adapting style to suit the situation
- Displays high standards of professional and personal conduct
- Excellent customer service and relationship management
- Good communication at all levels and across a range of mediums
- Comfortable pushing back/suggesting area of improvement
- Takes responsibility for problems and uses initiative to resolve sufficiently
- Ability to manage and take responsibility for their own workload
- Remains calm and resilient even under pressure
- Receptive to feedback, change, new initiatives and continually identifies ways to enhance the product and to develop own skills
- Demonstrates an awareness of risk, RFC/change management processes, and cyber security in the context of their day-to-day activities
- Able to escalate accordingly and provide an informed point of view