

## **Finding your place**

Legal Technology  
Graduate Scheme



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# Foreword

I am Rachel Broquard, Eversheds Sutherland's first Service Excellence Partner, with responsibility for client service excellence across our international practice.

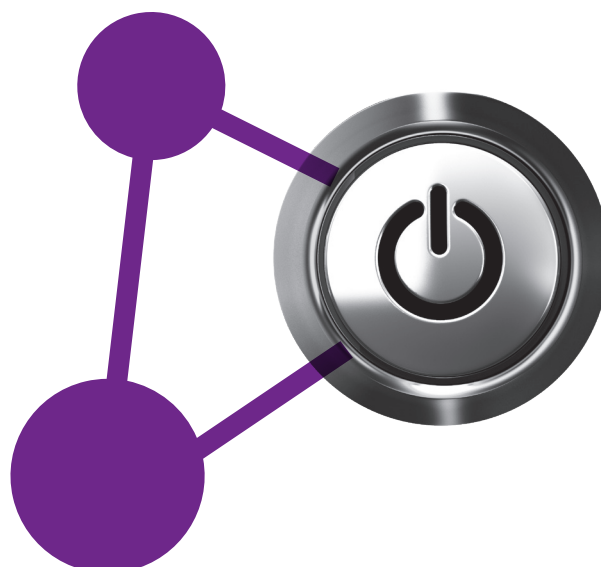


As Service Excellence Partner my role is to take a holistic approach to client service. Leading the Service Excellence Solutions team and driving the firm's innovation agenda, combined with overall responsibility for the firm's strategy on legal technology, legal project management, service delivery and knowledge in a client context.

Service Excellence is an area where we aspire to deliver high standards to help us remain a global trusted adviser. This is about the manner in which we provide legal advice to our clients – legal technology helps us augment the provision of legal services to our clients.

We have over 70 service excellence colleagues across the firm to help our legal teams achieve this, led by a steering group who are committed to the team's strategy and development. This commitment is further solidified through the recent development of our service excellence career framework and legal technology graduate scheme, which we believe will ensure we maintain high standards and enable continual development within this team.

It is an incredibly exciting time to kick start your career in the legal technology industry.



# Service excellence begins with you





# An alternative career in law

Kirstyn Forward, a legal technologist at Eversheds Sutherland talks about how she came to find an alternative career path in law.



I was recently invited to a careers event hosted by the Law Society at the University of the West of England. The event was organised by final year students to highlight the range of opportunities that there are in alternative legal careers and promote technology to those going into practice.

Listening to the students speak about their interests and how they all loved the law but didn't necessarily want to practise it, resonated deeply with me. Ten (or so!) years ago, I found myself in exactly the same situation. I had completed my BPTC and had realised that practising as a Barrister was no longer my calling.

I began my job search with researching careers that would put my skills and education to best use and speaking to my connections about roles they would recommend. At the time there weren't roles specifically in legal tech, however I was fortunate to find a role that allowed me to explore my interests, things that I was good at and opportunities for me to develop.

During this time the idea of innovative thinking and being 'digital first' was quickly becoming something that all businesses, including law firms, were discussing. Notions such as human led design and agile working were now changing how I communicated, built and delivered information. It was clear a number of years ago that there was a something revolutionary starting in the legal profession and I am glad the momentum around legal technology is continuing to grow and meet the demands of our clients.

Working in legal technology enables me to combine my love of problem solving and working with people. It's incredibly rewarding to have people come to you that are in need of help or support and be able to come up with a solution for them. To then be able to then empower those people to confidently talk to our clients about technology solutions has been a key milestone for me.

# About Eversheds Sutherland

As a global top 10 law practice with 74 offices in 35 countries, Eversheds Sutherland provides legal advice and solutions to an international client base which includes some of the world's largest multinationals. We operate seamlessly to deliver the know-how and strategic alignment that clients need from their advisors to help further their business interests.

Our lawyers around the world provide a full range of legal services, including:

- corporate and M&A
- dispute resolution and litigation
- energy and infrastructure
- employment law
- insurance and financial services
- intellectual property
- real estate and construction
- tax

As a law firm, there is a lot of the focus on our lawyers. But at Eversheds Sutherland it's a team effort and we recognize that in order to achieve our goals, we need not only exceptional lawyers, but exceptional business services professionals. A significant proportion of the people in our UK offices are based in our international operations (business services) teams, and they all play a vital role in enabling our lawyers to deliver excellence to our clients.

So, whatever your role, Eversheds Sutherland is a great place to work and one which can help you fulfil your potential.



# What is Service Excellence

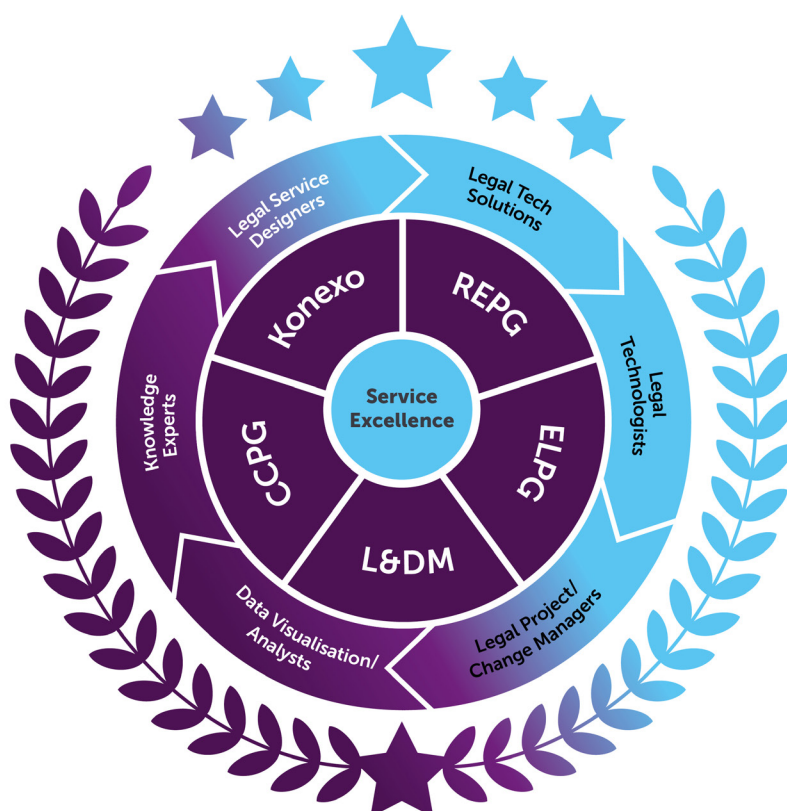
Here at Eversheds Sutherland Service Excellence is an ethos that spans across the firm driven by an intelligent blend of people, process and technology.

We have a large community of over 70 people working collaboratively, both across our central teams, and embedded within the Practice Groups to provide our clients with an integrated service-led approach to ensure we meet and surpass our clients' expectations. Our team consists of a range of diverse skill sets including legal project managers, legal technologists, business analysts, developers, change managers and service design experts.

Ongoing digital transformation is at the core of our global strategy 2023, we are committed to using legal technology to augment the provision of, consistent, high quality efficient legal services.

## Service excellence - extended community

Driving service excellence through well designed, tech enabled legal service delivery



# Legal Technology at Eversheds Sutherland

Legal Technology is technology used by legal teams to simplify and optimise operational processes and workflows as well as improve the overall management of knowledge and data that exists within law firms. Through internal efficiency and simplification, we can give more focus to our clients and ensure that we deliver our services with speed, quality and efficiency in mind.

## Why is legal technology important?

- **Increased transparency** – as client demands are rapidly changing legal technology enables a more client-centric approach. We use technology to provide and improve transparency to our clients with regards to the costs and progress of their legal matters.
- **Efficient use of resources** – legal technology enables more to be done with less, allowing people to be reallocated onto tasks that have a greater impact on their learning and development as well as creating time to explore value-add for clients and other new ventures.
- **Faster Processing and Time Management** – legal technology helps speed things up! What previously took days or weeks can be completed in a matter of hours or minutes when legal technology is deployed correctly.
- **Fewer errors** – errors can not only be financially costly but also can have huge reputational implications. Legal technology can greatly reduce the chance of errors and overall improve the quality of our services.

## Do you want to want to be a part of our digital transformation journey?

At Eversheds Sutherland our legal technologists play a crucial role in supporting our lawyers to understand the challenges faced by our clients, so they can design and implement the most appropriate solution to achieve the best results.

We utilise best of breed technology, through both partnerships with third parties and homegrown solutions, whilst maintaining agility to use alternative technologies on specific projects to ensure we drive service excellence in all we do.



**“They are an innovative law firm who were prepared to work with Microsoft in a different way, providing alternative global fee menus. Eversheds Sutherland stood out by providing a customized, innovative and client-facing solution.”**

**Tim Osborn**  
*Assistant General Counsel, Microsoft*

# Our awards



## **Our Service Excellence Solutions team wins at the British Legal Technology Awards**

"Technology Team of the Year" for outstanding performance and success

*(November 2020)*

The Annual British Legal Technology Awards acknowledge and reward excellence in Legal Technology and IT Security within the UK and International Legal Sectors.

## **Team Shedheads win Global Legal Hackathon**

In April 2021, a team made up of members of the Service Excellence Solutions team and tech-enabled lawyers/legal technologists from Real Estate and Litigation took part in the long-awaited finals of the Global Legal Hackaton.

The diverse team utilised their mix of skills and backgrounds to develop a concept to support the management of student letting contracts. Using Design Thinking and Agile techniques, the team beat out opposition from all over the globe to take home the win.

## **Our Litigation Tech team have made the finals of the FT Innovative Lawyers Collaborative Innovation Award 2021**

The Litigation Technology team were shortlisted in the APAC heat having presented a successful pitch of their project, which addresses the lack of a seamless flow of data between different technology platforms in greater disclosure exercises and document management in law firms. This is a 'global hackathon' event and we are collaborating with iManage, OpenText and Opus 2 to deliver a potential solution that will utilise our existing in-house technology toolkit and entail fully integrated platforms from the beginning of a disclosure exercise all the way to electronic bundling and trial preparation. Now we are through to the finals, the team must develop a prototype to show by September 2021 and the winners will be announced in early 2022, following the Europe and North America heats.

## **Legal Week Innovation Awards**

*(May 2021)*

**Innovation Trailblazer** – Darren Jones, Head of Service Excellence, CCPG was shortlisted for this exciting award that is open to individuals who have shown exemplary innovation to their clients and practice area.

## **Melina Efstathiou was appointed as Board Member of ACEDS (Association of Certified e-Discovery Specialists) UK Chapter.**

The goal of ACEDS is to bring together professionals across local IT and legal communities to promote best practice in the field of E-Discovery.

# Legal Technology Graduate Scheme overview

Our Legal Technology graduate scheme offers the perfect route into an alternative career in law. Over a two-year period, we'll give you the knowledge, tools and opportunities to make a truly successful and rewarding legal technology career.

## Summary

- The Scheme will last for two years, during which you will be called a "Legal Engineer".
- During the Scheme, you will spend:
  - year one embedded within the central Service Excellence Solutions team where you will be exposed to our firmwide legal and client facing technologies and problem-solving frameworks. This will be a mixture of training exercises and live project work to build out your fundamental skills across our core toolkit
  - year two rotating within two, 6-month practice group placements, creating an opportunity for you to build upon the skills gained in year one and develop your ability to analyse problems and identify feasible solutions in real time
- This dual approach ensures that you get a varied, rich experience and develop a good breadth of knowledge over the duration of the Scheme.
- You will have regular performance check-ins throughout the duration of the scheme with your supervisor.
- During the Scheme, you will be exposed to and gain various fundamental business skills (such as presentation skills, personal brand, effective communication, etc.) as well as building on your technical skills that you can read more about in the year one and two overviews.
- Upon completion of the Scheme subject to adequate performance, you will be given the opportunity to apply for a permanent position within either the central Service Excellence Solutions team or a Legal Practice Group Technology team.
- Following completion of the Scheme, you will continue to develop in your permanent role and work with your line manager to build a suitable development plan in support of further progression within the team.



# Key information



## Team

Service Excellence Solutions  
(central & legal team)



## Location

Birmingham (travel to other UK offices  
may be required)



## Salary

Year 1 £25,000  
Year 2 £28,000



## Duration

2 Years



## Starts

March 2023



## Entry requirements

Degree (a desire to learn)



## Application process

Online Application Form,  
Video Interview, Assessment Centre

# Year one overview

During year one you will be based in our central Service Excellence Solutions team where you will be immersed in all of our client facing technologies and problem-solving frameworks to learn the fundamentals of legal technology here at Eversheds Sutherland. This will be a mixture of training exercises and live project work.

## Legal Technology Solutions Team

Legal technology solutions sits within the Service Excellence Solutions team to promote consistency, clarity and confidence in our legal technology estate. The team is responsible for continuing to manage the delivery of our firmwide legal technology solutions. This includes helping to drive best practice for delivery, with client service, risk and security in mind, empowering our teams across the firm to self-serve where possible, and raising awareness of how technology can be used to drive service excellence.

## Legal Service Design Team

Our dedicated Legal Service Design team work directly with our lawyers and business teams helping to drive excellence in service delivery. They use Design Thinking and Lean Six Sigma techniques to focus on the people and process before jumping to solutions. Running and facilitating collaborative workshops both internally and with our clients, they work to tackle real world problems, driving efficiencies and continuous improvement and aiming for the most optimal performance. Aligned to this, they also manage our Robotic Process Automation Centre of Excellence to help reduce repetitive, manual, administrative tasks enabling our teams to focus on other value add work.

## Data and Analytics

The data and analytics team sit across both core IT and service excellence teams and are responsible for driving and delivering a firm-wide strategy for how we manage, govern, draw value from and optimise our use of data both internally and for the benefit of our clients. We are continuously looking to find innovative approaches to how we can use/transform data to improve our service offering and deliver timely and trusted insight to enable data driven decision making.

## Learning Outcomes

### Technical skills

- Artificial intelligence
- Workflow automation
- App development
- Document automation
- Low code platform configuration
- Data analysis

### Key skills

- Design thinking
- Process mapping
- Requirements gathering
- Project delivery principles
- Product ownership
- Business writing
- Presentation skills
- Prioritisation
- Business communication



# Year two overview

During year two you will take part in two, six-month placements and will be embedded within the legal practice group service excellence teams.

What type of work will you get involved in?

## Real Estate (REPG)

- Work on Real Estate transactions alongside lawyers to deploy the best technology to meet the transaction requirements. This can involve AI technology, Case Management platforms and Land Registry data solutions.
- Deliver value as part of a fast paced, collaborative team of Technologists and Legal Project Managers, getting involved in horizon scanning, proposition development and training our legal teams on our technology solutions.
- Learn about the numerous opportunities for technology advancement in the Real Estate sector and propose and develop solutions to answer our client's biggest questions.

## Corporate and Commercial (CCPG)

- Get acquainted with our toolkit which includes market leading solutions in the space of artificial intelligence, cloud collaboration tools, expert decision tools, e-signatures, app design, and process and document automation.
- Work closely with legal teams to help deliver a wide range of strategic transactions using legal technology including M&A, reorganisations, outsourcing projects, legal reviews, complex regulatory advice exercises and other areas of the company commercial practice.
- Get hands on with tech projects involving the digitalisation of legal services and automation of processes, documents and knowledge.
- Evaluating and experimenting with new technology to enhance our legal technology toolkit, adopting data-driven approaches and piloting new solutions.



Each of our five practice groups have their own embedded technology teams who are responsible for defining, creating and delivering the practice group digital transformation strategies. They work directly with the legal teams to overcome challenges and inefficiencies by improving legal processes, applying our technology toolkit and understanding business change.

#### **Employment, Labour and Pensions (ELPG)**

- Work closely with the existing legal technology team to understand the current demands of our Employment and Pensions Teams as well as their clients.
- Support Lawyers with document review projects such as due diligence exercises and using in house technology to streamline processes.
- Undertake horizon scanning exercises to ensure the practice group are using the most relevant and useful tools available.
- Scope and develop legal technology solutions to help improve service delivery.
- Deliver training, presentations and demonstrations to our lawyers and clients.

#### **Litigation and Dispute Management (L&DM)**

- Electronic disclosure exercises including early case assessment, data analysis and document review supported by AI implementation.
- Trial Preparation, electronic bundling and Virtual Hearings arrangements.
- Learn about data visualization and support on bespoke report generation using tech solutions.
- Work alongside our experienced legal project managers to assist in the implementation and adoption of LPM software for L&DM; as well as supporting and training L&DM lawyers in LPM principles, methodologies, values and technology.

#### **Konexo – a global alternative legal, compliance and technology services provider**

- **Technology advisory:** work directly with clients on their digital transformation journey.
- **Konexo service delivery:** work with service teams within Konexo such as Managed Services, Financial Services, Real Estate and others to understand use cases, requirements and deliver the best combination of technologies to support those requirements.
- **Konexo transformation:** ensure Konexo utilises the best in breed technologies for its operations.



# Who we are looking for?

Key skills and competencies we are looking for:

Curiosity	Inquisitive		Uses initiative
	Team player	Collaborative	Solution oriented
Excellent communication	Simplify complex problems	Good at building relationships	
Organisational		Service orientated	Excellent research and analytical skills
Problem solver	Adaptability	Resilient	Motivated

# Meet the legal technology graduates

**Meet our current legal technology graduates and learn about their experiences so far.**

"I initially came across this opportunity through a law careers website. This caught my eye as it was a totally different pathway for a career in law. This is a unique scheme, accessible to a wide range of talented, diverse candidates.

The application process was very straightforward and easy and so were the interview stages. The staff who interviewed were very friendly, which made the whole process more like an informal conversation.

My colleagues who I now work with within Eversheds Sutherland, are all very supportive and flexible with any adjustments or areas which I need assistance with.

I would highly recommend this graduate scheme to any individual who is looking for an alternative career in law."

**Kiran Madhar**



"The graduate scheme at Eversheds has been amazing, I've been very well looked after and have felt as part of the firm since the start. I am learning and developing every day with a great and supportive team, I wouldn't want the experience with anyone else!"

**Kirsten**



"I have personally found the legal technology graduate scheme to be the perfect opportunity to be at the forefront of change in the legal sector. The variety of work, supportive team and the exciting new challenges make no two days the same and has made my experience extremely rewarding."

**Naomi**



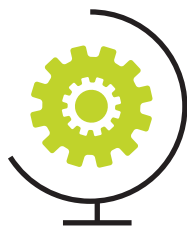
# Our purpose and values

As a purpose-led organization, we are proud of our culture and the values that guide our behaviour.

## Our purpose

Helping our clients, our people and our communities to thrive.

## Our values



### Collaborative

We leverage our collective talents for the benefit of our clients and each other and we prize teamwork and relationships.



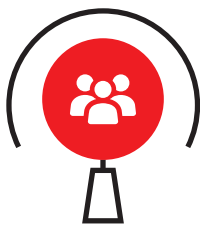
### Creative

We are innovative and creative problem solvers, providing an enhanced client and employee experience by not being bound by custom or convention.



### Professional

We deliver quality and excellence and act with the utmost integrity at all times.



### Inclusive

We foster a diverse and inclusive culture that places respect and support for everyone at its core and empowers all our people to fulfil their potential.



### Open

We are approachable and nurture a culture of transparency and openness.

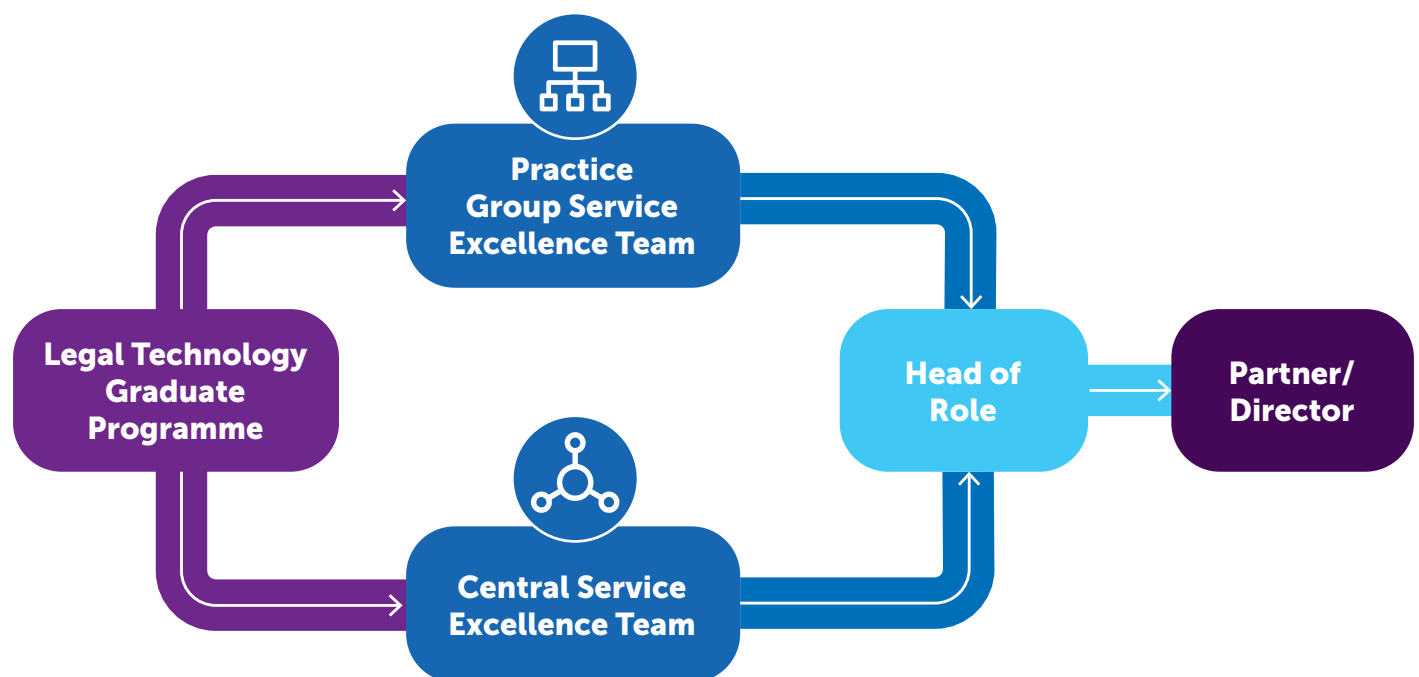


# Your career development and pathway

At Eversheds Sutherland, we're committed to getting our graduates up to speed as quickly as possible so that they can be part of the team that moves us forward. That means giving you early exposure to real, meaningful work from day one.

It means equipping you with the skills to be a great professional while developing your commercial acumen, leadership potential and business expertise. In short, it means investing in your talent and giving you access to training, development and support in the industry – not just as a

new graduate but throughout your career with us. So, if you have the right blend of strengths and aptitudes to make your mark at Eversheds Sutherland, we can promise you a career environment of exceptional variety, influence and potential.



# Our vision and commitment for diversity and inclusion

At Eversheds Sutherland, we recognise that having diverse talent across our business brings many benefits, and we are committed to accessing a wide range of views and thinking in all that we do.

A culture of inclusion, where each person feels able to be their true self at work and reach their full potential, is key. We recognise that bringing together the perspectives of individuals of all backgrounds, life experiences, preferences and beliefs is critical if we are to serve our global client base, people and communities as a leading global legal practice.

We are focusing on every stage of our employee lifecycle to ensure we attract, develop and retain diverse talent. We have identified six diversity areas of focus: Gender, Ethnicity, Social Mobility, LGBT+, Wellbeing and Disability.



**Claire Carroll**  
*Diversity and Inclusion  
Partner Sponsor*



**Lee Ranson**  
*CEO*

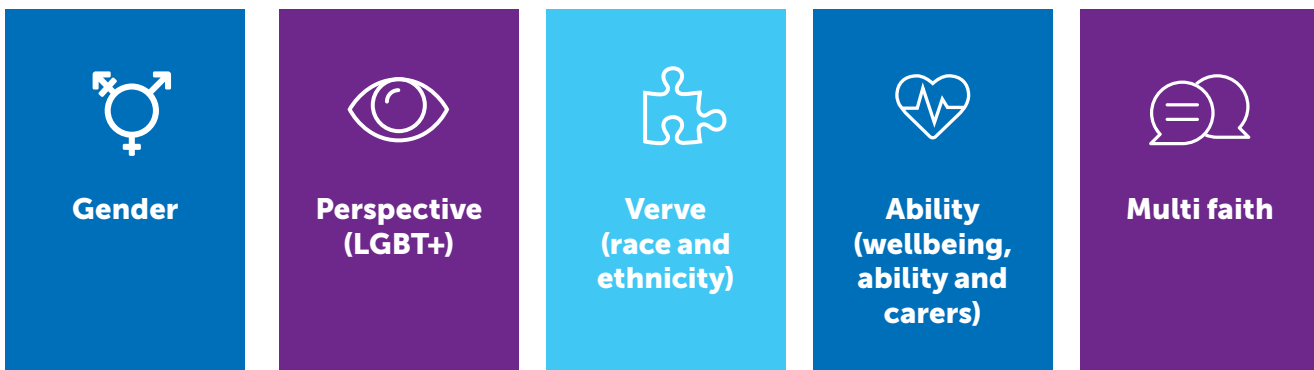
"As Diversity and Inclusion Partner Sponsor, I am committed to advancing all areas of our diversity and inclusion strategy to ensure a working environment where everyone feels valued and is able to realise their full potential. It's important that we continue our work in this area, evaluate our progress carefully and deliver against our objectives. Eversheds Sutherland has an opportunity, as well as a responsibility, to lead change in this area."

"Diversity and inclusion is a core part of our strategy and how we ensure our purpose and values are brought to life. Building a culture which is inclusive of everyone, where everyone can bring their true selves to work and where everyone can thrive is as crucial to me personally as it is to the business. Like many law practices, we know we still have work to do and I am proud to be leading our drive to achieve this."

# Our networks

At Eversheds Sutherland, the case for Diversity and Inclusion (D&I) is clear, it underpins our values and purpose. We recognize that having diverse talent across our business brings many benefits and that a culture of inclusion, where each person feels able to be their true self at work and reach their full potential is key.

**Within Eversheds Sutherland International we have five people networks:**



All of our networks are open to every employee and partner, and we encourage allies to get involved. We have an Inclusion Council which meets three times per year to drive our progress, with representation from our D&I Partner sponsor, and Partner (Claire Carroll), along with our CEO, and partner sponsors/committee representatives from our networks. And we work with external specialist organizations to support our D&I progress.

Our memberships include the Business Disability Forum, Stonewall, Employers Network for Equality and Inclusion (ENEI), Business in the Community (BITC) and City Parents. We are also signatories to three European Charters – the Charte de la Diversité (French diversity charter), Charta der Vielfalt (German diversity charter) and Diversity Charter Ireland.

**We are proud of the progress our people have made towards embedding D&I and good practice across Eversheds Sutherland.**

# International Diversity and Inclusion

We are proud of the progress our people have made towards embedding D&I and good practice across Eversheds Sutherland. Below are some examples of the organizations we are working with, and awards we have received.



# Agile working

At Eversheds Sutherland, we are committed to supporting flexible ways of working to enable everyone to meet their own personal needs, whilst fulfilling both career and business objectives.

We have adopted a blended working approach, which focuses on providing our people with greater flexibility with regard to working hours and giving the opportunity to work from home for part of the week. To provide our people with further support around making this work we now have some hybrid working principles:

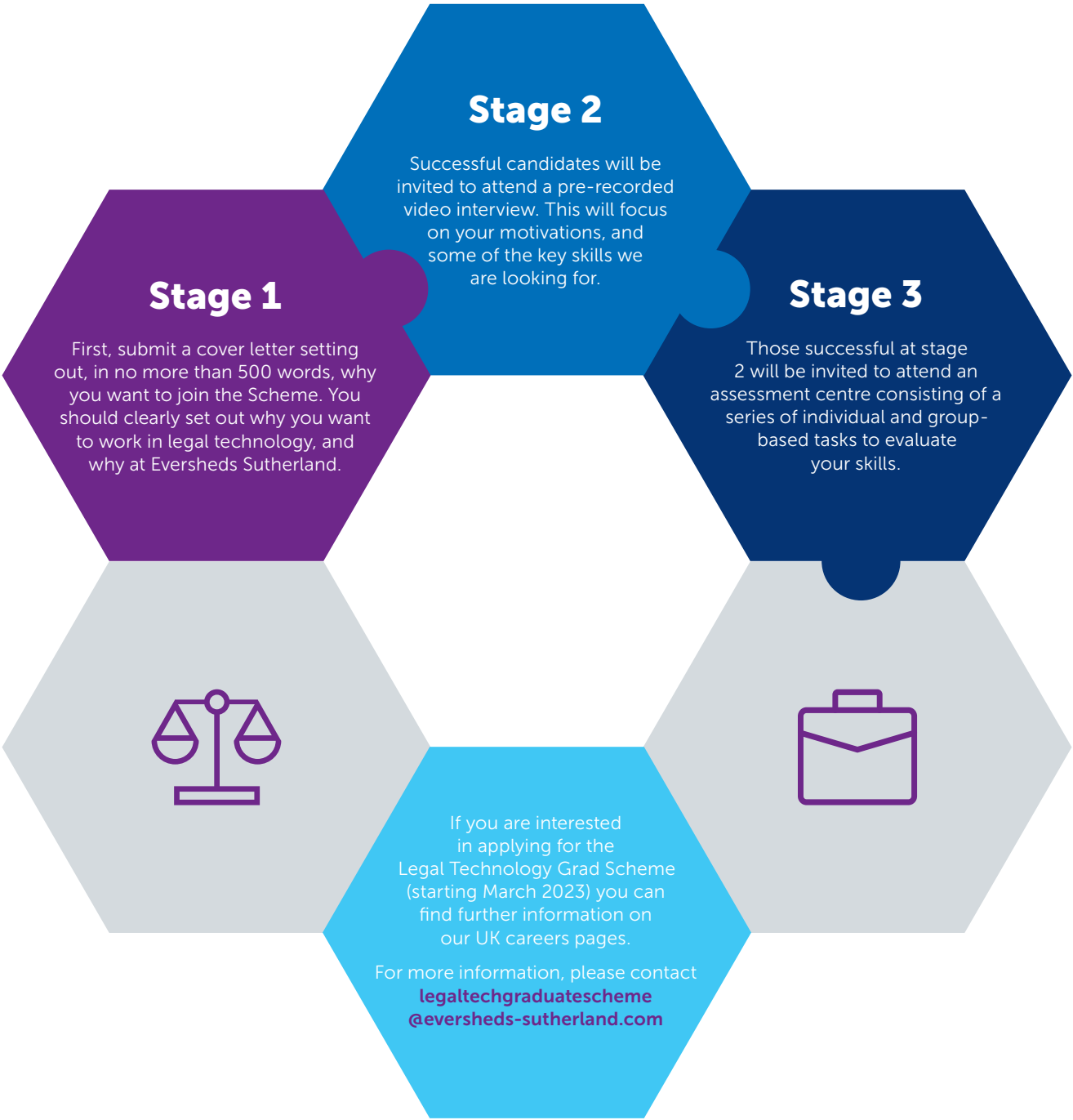
- we support a blended working approach that reflects the needs of our clients, the business, our teams and our people
- we expect our people to work in the office two or three days per week
- we will be respectful of the needs of our clients and our colleagues, ensuring personal flexibility where needed and clear communication on working patterns





# Next steps

There are three parts to the application process:







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# Service Excellence

Driving service excellence through well designed,  
tech-enabled legal service delivery



**Excellence in  
service delivery**



**Legal technology  
solutions**



**Legal project  
management**



**Client-facing  
knowledge**

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