

Role Description			
Practice Group	Information Technology		
Product Group	Service Excellence Team		
Sub-Team	Legal Technology Solutions		
Role	Project Manager		
Job Family	3	Contract Type	Perm
<p>The Service Excellence Services Team (SES)</p> <p>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.</p> <p>Main Purpose of Role:</p> <p>The Project Manager is responsible for the delivery of work being carried out across our data and analytics projects. They will be required to work with the relevant Teams and individuals across the Practice Groups and International Operations to better understand their reporting needs, whilst also working with the D&O (Delivery & Operations) Teams and Suppliers to understand the best ways in which the needs can be met. They will feed into and help to define how we can best deliver across data and analytics for the firm.</p> <p>Day-to-day activities may involve, but are not limited to, project managing data projects, working with Business Relationship Managers (BRMs) to help identify the needs and help to define suitable solutions, managing the ongoing maintenance as well as the ongoing delivery of new reporting requirements, putting some good working practices in place for how we manage reporting moving forward, working with our D&O Teams to ensure the right technical infrastructure is in place, and working with/managing any Suppliers supporting us in this area.</p>			
<p>Primary Responsibilities of the Role</p> <ul style="list-style-type: none"> • The Project Manager will be responsible for managing the delivery of our data projects in line with the SES firm-wide strategy. • Ensures regular reporting and metrics are regularly provided to relevant stakeholders on project progress. • Leads and supports on projects within the Data & Analytics workstream to both raise the profile of Data & Analytics firm-wide as well as ensuring it becomes embedded in day to day practice in line with the firm-wide strategy. • Embeds themselves within the firm collaborating with multiple stakeholders to understand needs and requirements and deliver both strategic and operational legal technology solutions in line with the firm-wide strategy. • Have a specific focus of internally driving the awareness and adoption of Data & Analytics ensuring it becomes embedded in day to day practice and using that to enhance the overall offering for existing and new clients. This may involve an operational involvement in pitches and proposals to enhance the likelihood of the firm winning future work. • Manages a high, and sometimes complex, workload day to day with the ability to prioritise work and achieve time sensitive deadlines whilst keeping a focus on the long term wider strategic goals of the team. • Builds excellent relationships within the practice groups, with international operations teams and with the firm's clients working collaboratively with them to understand their requirements alongside any challenges in order to deliver a legal technology solution that is fit for purpose. • Assists with the introduction and embedding of new reporting solutions to ensure a seamless integration and use for lawyers and fee earners. • Deploys Agile project management methodologies as well as IT best practice to provide an excellent and efficient service to all stakeholders • Assists with any upgrades, integrations or configurations of existing reporting solutions ensuring that all relevant stakeholders are communicated with in advance to minimise disruption and maximise usage. 			

- Defines, designs, tests and implements reporting solutions that allows lawyers and fee earners to work more efficiently and to deliver excellent client experiences.
- Works collaboratively with the practice group Partners, IT Business Relationship Managers and the wider IT team to drive returns on investments in Data & Analytics supporting overall business and IT objectives factoring in budget, time and resource requirements.
- Collaborates with practice group legal technology teams, legal project managers and the IT team to share best practice, experiences, opportunities and threats as well as to develop solutions that work firm-wide across all practice groups.
- Collaborates with the Delivery & Operations Team to help determine the best architecture/infrastructure for new solutions.
- Collaborates with the cyber security team to ensure best practice, especially when sharing technology solutions with clients.
- Collaborates with the Risk and IT teams to ensure that relevant IT and Risk policies are adhered to and that any legal technology matters are compliant with data integrity, security, quality and procurement policies.
- Acts as a point of escalation to support any issues identified that cannot be resolved by the Support Teams and responds to them within a timely fashion, managing communications to those impacted accordingly.

Capabilities, knowledge 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 strong technical ability and proficiency with the ability to translate this in to an understandable manner for a variety of audiences to understand.
- Excellent communication skills in a variety of situations and when dealing with a variety of challenging stakeholders.
- Strong analytical skills with the ability to produce engaging, concise and timely management information and data.
- 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 positive outlook.
- Pragmatic, robust and resourceful, with the ability to adapt quickly to different situations and personalities.
- A high level of commercial acumen to ensure a focus on increasing the profitability of legal technology with clients.
- Follows and adheres to compliance with best practice and firmwide policies.
- Has a comprehensive knowledge of the external environment including relevant trends and opportunities

Experience

- Experience in legal or professional services essential.
- Experience in managing and delivering data projects is essential
- Certifications in different technologies or professional qualifications would be highly desirable
- Experience in delivery methodologies like Waterfall and/or Agile and Product Ownership would be desirable but not essential.
- Essential technical experience/awareness includes:
 - o Advanced SQL, SSAS SSRS
 - o Advanced PowerBI and DAX
 - o Advanced knowledge of reporting concepts such as ETLs, facts and dimensions, tabular

models, etc

- o Good knowledge of end-to-end Azure Data Factory
- o Good knowledge of data warehouses, data lakes, BI cubes
- o Understanding of Tabular and Multidimensional models
- o Understanding of SQL Change Data Capture (CDC)