

# Legal Service Design Project Manager, Service Excellence Solutions

**Practice group/Global Operations team:** Service Excellence Solutions

**Full time/Part time:** Full-Time

**Location:** Open

## About Eversheds Sutherland:

Eversheds Sutherland represents the combination of two firms with a shared culture and commitment to client service excellence. We are each known for our commercial awareness and industry knowledge and for providing innovative and tailored solution for every client.

As a full service law firm, we act for the public and private sector across the UK, Europe, Middle East, Africa, Asia and the USA providing legal advice to clients across its company commercial, human resources, litigation and dispute management, and real estate practices.

With 69 offices across 34 countries worldwide, we have become one of the largest law firms in the world and a great place to work and develop your career.

## About the Service Excellence Solutions (SES) and Legal Service Design teams:

The SES team works with legal teams and clients to develop technology solutions that support the delivery of legal services 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 using technology, innovation or process improvements.

Our Legal Service Design team work with our lawyers and business teams to provide:

- Ongoing education on the implementation of Design Thinking and Lean Six Sigma techniques
- Collaborative workshops within our business and directly with our clients to tackle real world issues
- Efficient processes, reviewed and managed on a continuous basis to ensure optimal performance
- Robotic Process Automation Centre of Excellence, seeking out opportunities to automate business processes, to find out more, please see the RPA link on the right of the page
- Legal Tech Horizon Scanning, supporting the business in the implementation of new legal technology solutions, assessing their suitability, and supporting in the management of product trials/PoCs.

We are looking for an experienced project manager to join our team to support the implementation of a variety of process improvement and technology projects as well as elements of our RPA programme.

## The Role:

The Legal Service Project Manager works with our Legal Service Design Lead and analysts, along with a range of business stakeholders, to deliver projects which enable better utilization of resource, improved business processes and best practice implementation. Working as part of the Legal Service Design team, the Legal Service Design Project Manager will be involved in every phase of the of the Service Design

framework; agreeing project scope, planning timelines defining and managing budgets, scheduling resource, managing development cycles, reporting to project stakeholders, monitoring risks, escalating issues, and organising testing and user training to ensure effective adoption.

The Legal Service Design Project Manager will also support the firm's RPA (robotic process automation) Centre of Excellence. They will help to manage the planning, development, testing and delivery of new robots, as well as providing ongoing support to the firm's robot estate.

We are seeking an enthusiastic problem solver who is comfortable working within a fast-paced environment with the ability to manage a variety of stakeholders across the business and across multiple project workstreams or small-medium sized projects.

The successful candidate will ideally understand legal service offerings and knowledge of legal technology, process improvement methodologies and change project management. The candidate will promote the benefits of changing our approach to legal services and will lead on implementing innovative approaches and processes to push Eversheds Sutherland to the forefront of legal service delivery.

The successful candidate could be based in London, Birmingham, Cardiff, Leeds or Manchester. Some travel between Eversheds Sutherland offices will be required. They will be working closely with lawyers, clients and client relationship partners.

### **Key Responsibilities:**

- Drives a culture of continuous improvement through planning, leading, and delivering a range of process improvement projects
- 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 to deliver legal service design that is fit for purpose.
- Collaborates with practice group legal technology and legal project management teams and the IT team to share best practice, experiences, opportunities and threats so that solutions are designed to work firm-wide across all practice groups.
- Collaborates with Risk, Cyber Security and IT teams to manage risk surrounding the design of new and innovative legal service delivery solutions ensuring the adherence and compliance to relevant IT, risk, quality and procurement policies.
- Communicates project direction, approach, priorities, issues and status to project stakeholders
- Manages project budgets
- Supports the introduction of new legal technology to the firm, from trial through to roll out
- Plays a key role in the firm's robotic process automation centre of excellence to raise awareness of the firm's capability.
- Monitors the firm's priority client programme and providing reporting
- 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.

### **Key capabilities and behaviors:**

- Pragmatic, robust and resourceful, with the ability to adapt quickly to different situations and personalities
- Confident and credible in dealing with internal and external stakeholders with the ability to build lasting and strong relationships and clearly articulate benefits in non-technical terms

- Innovative and solution oriented with a positive outlook
- Able to drive change; providing challenge and problem solving through innovative thinking
- Able to work as part of a team and in an autonomous/ independent way
- Able to prioritise and deliver simultaneous projects across jurisdictions

### **Experience required**

- 5+ years' experience working as a project manager
- Experience working in professional services
- Experience in a large law firm or large in-house legal team preferred
- Agile or another project management certification would be beneficial but not essential

We're a modern, progressive law firm. We think differently and we've built a culture where individual skills and personalities can shine through. At Eversheds Sutherland, we believe that innovation comes from a culture of genuine equality and diversity and we are happy to discuss any reasonable adjustments individuals may require in the recruitment process, or once in post.

Eversheds Sutherland endeavours to recruit and fill vacancies directly. However, when we do need to engage with agencies, Eversheds Sutherland operates within a preferred supplier list.