

Operations Manager

Practice group/Global Operations team: Litigation & Dispute Management

Full time/Part time: Full Time

Location: Flexible although Birmingham preferred.

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.

The Team

At Eversheds Sutherland, our Litigation teams are widely acknowledged to be among the very best in the legal profession. Acting for major clients throughout the world, we regularly deal with large-scale matters involving multiple jurisdictions for multi-nationals through our award winning and ground breaking approach to project management. As a result, the work we do is incredibly varied and includes business disputes, commercial litigation, construction, regulatory issues, real estate litigation, IT, shipping, IP, and enquiries and investigations.

For all these reasons, more leading lawyers work in our team of over 500 specialist advisers than at any other firm. But size is only one of our strengths. We are lawyers who think strategically as well as legally. Our primary aim is to help clients avoid litigation wherever possible and we were the first firm in the UK to offer dispute management as a way forward from traditional aggressive litigation.

Do you combine a strong intellect with the energy and enthusiasm to deliver results? Can you work well as part of an ambitious but highly collegiate team? Then we can promise you a career environment of exceptional variety and challenge. If you want high quality work, engagement with clients and develop sector-based experience within one of the most respected practices of its kind, we want to hear from you.

The Team:

Our FSDI (Financial Services Disputes & Investigations) team in Litigation undertake portfolios of lower value but high importance claims and high value claims on behalf of clients specifically within the Financial Services Sector. We work as a national team across our offices in Birmingham, Leeds Nottingham, Manchester, Cardiff and London. Our team of lawyers dealing with this work has grown to the extent we are looking for an experienced operations specialist who understands the litigation process and requirements of large financial institutions to support the team in the management and oversight of our litigation portfolios across several offices. The successful candidate would ideally be based in Birmingham as the relevant projects are led from these locations but we are open minded about the right candidate working from one of our other offices, attending team days twice a week in the office.

The Role

As part of this role you can expect to be involved in:

- Support the litigation process around large volumes of small claims for FSDI
- Operational management of strategically important portfolios of litigation for key banking clients, working closely alongside the lead partners and operations director in a rapidly developing environment with changing strategies for handling the litigation
- Day to day problem solving and troubleshooting – Legal and Operational
- End to end process responsibility to include case in-take, data capture, handling process in line with framework agreement, monthly MI delivery and closure
- Supervision of incoming post receipt and distribution, manage relationship with central post (ACE) team in Birmingham and other teams around regions
- Supervision and management of Acknowledgement of Service/File Opening/Diary Keeper front-end teams
- Operational oversight and active management of technical issues impacting key systems for the project e.g. Outlook, iManage, Proclaim, HighQ
- Candidate to bring experience to achieve process improvements, better analytics of portfolio and effective use of technology to streamline activities
- Regular client contact to include attendance at operational review meetings and influence of client processes and interaction with our team
- Optimisation of resource and driving improved and effective communication of expectations and monitoring of performance
- Co-ordinate Relationship management with Opponents and Counsel's Chambers
- Billing and disbursement payments (e.g. to Counsel)
- Pricing and Billing and communications with the client
- Any other strategic tasks/projects as directed by the Operations Director or Partners

Minimum Skills & Experience:

- You will have a strong understanding of the Litigation process within a law practice
- You will have strong experience in operational management in particular of ensuring high quality work product and being able to demonstrate attention to detail
- You will have experience of managing teams
- You will be a qualified solicitor or a Legal Executive with the Litigation certificate enabling you to conduct litigation

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.

Should you require any reasonable adjustments to enable participation in the recruitment process, please contact us so that we can discuss how to best to assist.

We are open to considering flexible working options for our vacancies. Whilst we are not able to offer flexible working across all of our roles, many of our people work flexibly in some way, and we would encourage you to talk to us about this during the hiring process if you would like to explore further.

We are an LGBT+ inclusive employer and are Stonewall Corporate Champions.