

Practice Group Support Team Leader

About Eversheds Sutherland

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

As a full service law practice, we act for the public and private sector across the UK, Europe, Middle East, Africa, Asia and the US providing legal advice to clients across the Company Commercial, Employment, Labour & Pensions, Litigation and Dispute Management, and Real Estate practices.

With 74 offices across 35 countries worldwide, we have become one of the largest law practices in the world and a great place to work and develop your career.

Practice Group Support

As one of the largest full service global law practices, our support team play a fundamental role in delivering a professional client service for both our UK and international offices. Adding value and supporting our stakeholders is the key to the success of our teams. If you thrive on being challenged and enjoy working in a highly motivated team, have a can-do approach with good communication skills, we look forward to meeting you.

We believe people develop through learning and are transforming our approach to learning and performance through our feedback and development culture and an innovative approach to professional development for all of our people. This underpins our high performance culture so that our people feel managed, supported and developed continuously and as part of their everyday work. Our comprehensive learning programmes are delivered globally using a blended learning approach, which combines technical and business skills as well as talent development.

Role Purpose

To be responsible and accountable for ensuring that stakeholders receive an accurate and professional billing service from the team with the ability to engage, build trust and network at all levels

- As a Team Leader, you will be the first line of escalation for clients and colleagues
- Responsibility for driving accuracy standards across the team
- Line management responsibility of a team of billing co-ordinators and billing assistants
- Support in technical expertise and on the job training for team members
- Stakeholder management - building excellent relationships with clients, suppliers and internal lawyers in order to process accurate and timely bills
- Reporting for clients, internal team and internal stakeholders (i.e. partners)
- Identification of efficiencies for future ways of working

Positively adapting to change and continual process improvement, supporting the wider business strategy and having a sound understanding of Eversheds-Sutherland to support stakeholder priorities. Providing opportunities for growth, engagement and collaboration, enabling the Billing team to flourish and excel in their roles.

The team may consist of staff from more than one practice group and numbers and content of the group(s) may change from time to time to reflect the structure and changes within Firm.

Skills and Experience

Strong analytical thinking and problem solving abilities, with minimal day to day line manager support	Knowledge of AP/Billing is essential
Team management experience	Strong attention to detail
Experience in managing the billing process for large complex clients	Extremely strong communication and stakeholder management skills and able to drive this attitude/behaviour within a team
Positive approach and attitude	Able to identify & escalate potential issues immediately providing recommendations for solution(s) to line manager
Excellent communication and inter-personal	

skills (oral and written)

- | Capable of working autonomously but also operating within a team environment
- | Ability to demonstrate and prove his/her capabilities in driving business and team/workstream SLA's on a daily/weekly basis

| Identify and take ownership of work that sits outside of the BAU norm

Key Responsibilities

- | Effectively manage and lead a remote team
- | Manage the even distribution of workloads within the billing team, ensuring that a high level of support is available at all times for internal and external clients, including managing any re-allocation of support and delegation of transaction tasks
- | Provide regular communication and liaison with stakeholders in relation to billing support provided on a day to day basis, dealing promptly with any team or individual issues, escalating to Billing Manager where necessary
- | Take responsibility for ensuring Client, Firm and Practice Group(s) procedures and processes are followed, and actively seek to continually improve these wherever possible
- | Manage all billing team QCLs consistently and effectively by thorough preparation, leading meetings, ensuring development plans and any specific training needs are identified and implemented accordingly
- | Work closely with other Team Leaders and Billing Manager to ensure consistency and collaboration across all Practice Groups
- | Create an environment that encourages trust, open communication, innovative and creative thinking and collaborative working, undertaking skills enhancement of the team through monitoring and mentoring on an individual and team basis
- | Effectively integrate new members of the billing team ensuring they are trained in the firmwide systems and processes and addressing any training needs and skills gaps
- | Role model, and advocate for attendance at networking events and training sessions inspiring others to seek opportunities to increase responsibility and build their network and profile
- | Manage and monitor holiday and sickness records for the team, and address conduct issues, escalating significant issues to Billing Manager / HR

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.

Should you require any reasonable adjustments to enable participation in the recruitment process, please contact us so that we can discuss how 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 a LGBT+ inclusive employer and are Stonewall Corporate Champions.