

Job Description:

Legal Operations Director

Objective

The primary goal of this position is to oversee the day-to-day operations of the [Company's] Legal Department. Reporting to the General Counsel, the Legal Operations Director will act as the system-wide liaison between [Company's] business functions and the legal department. This position coordinates activities such as the annual operating plan and department budgets, hiring and recruiting, technology strategy, as well as other activities and projects as assigned by the General Counsel. This person will be encouraged to innovate and build upon current processes, working closely with the attorneys in the legal department. The primary functions for which this person is responsible are Strategic Planning and Execution, Finance and Budget Management, Legal Information Technology, E-discovery and Records Management, Outside Counsel and Legal Vendor Management, and Communications and Administration.

Strategic Planning and Execution

- Help develop, refine and promote the legal department's mission, and develop and execute on the department's short and long-term operations plan
- Provide creative thinking to help identify and develop cutting-edge strategies for increasing value and reducing outside legal spend, while maintaining excellent legal representation and optimizing engagement practices with our law firms
- Manage other strategic plans or initiatives to make the legal department more efficient, as delegated by the General Counsel
- Create metrics and monitor progress to measure success against strategic plans
- Benchmark both internally and externally to stay on top of current trends and best practices

Finance and Budget Management

- Partner with legal leadership, finance and procurement to develop and manage the legal annual operating plan and all department budgets
- Lead the strategic planning process to determine future headcount and spend by practice area and site. Work as a primary interface between the legal department and finance
- Identify, collect, and report on key performance indicators and metrics on a global basis that are meaningful and relevant in ascertaining the legal team's budget management performance, including spend analysis, efficiency initiatives and technology

Legal Information Technology

- Assess all department resources related to matter management, knowledge management, eDiscovery, ethics and compliance, document management, and billing management, then over time implement best in class technology, systems and processes
- Once eBilling partner is selected, partner closely with provider to implement system, enhancements, run detailed reports within the software tool and create spend dashboards
- Create and manage websites and all knowledge management tools and processes
- Develop expertise on legal tech and assessing other tools which may include contract management, content and knowledge management, IP management, business process enhancement, e-signature, board of directors management, eDiscovery, litigation hold, compliance management and subsidiary management. As the company and legal department grow, lead the effort to implement appropriate systems

eDiscovery, Document and Records Management

- Streamline eDiscovery processes (legal holds, document review and management), reduce spend and partner with eDiscovery vendor if appropriate
- Develop, track and improve efficiencies, processes and cost controls of eDiscovery and records management platforms
- Manage and continuously improve the document management across the entire department
- Implement knowledge management program such that information is easy to find for both the legal department team and its clients

Outside Counsel and Legal Vendor Management

- Lead the law firm and third-party vendor management programs with the aim of reducing spend, maximizing value, and improving predictability, all while improving the quality of outside legal representation
- Conduct vendor RFPs where appropriate
- Update master retention agreement and outside counsel billing guidelines
- Create a tracking system that will provide quick access to data on each engagement and pricing model
- Manage relationships with law firms and other outside vendors
- Develop pricing models and templates for use across the department
- Develop creative matter-specific fee arrangements in partnership with managing attorneys
- Negotiate fee arrangements with outside counsel firms and third-party vendors
- Create data and reporting processes to monitor pricing performance and savings
- Collect and organize outside counsel data, leverage data in future negotiations

Communications and Administration –

- Stay abreast of industry trends, analyze outside counsel billing practices against in-house guidelines, and maintain an updated outside counsel guidelines document and related tools.
- Work with GC Staff to ensure the legal department's workflow is aligned to priorities and to identify solutions to increase overall efficiency
- Work cross-functionally with professionals in Legal, Finance, IT, Procurement and others
- Manage new hire onboarding processes for the legal department;
- Recruit, select, train, appraise performance, and administer salaries of reporting employees
- Oversee development and implementation of department policies and trainings
- Manage the department's linkages with HR, IT and other Staff Functions, helping to implement Company initiatives and minimize attorney time spent on such initiatives
- Develop and implement the department's strategic communications plan, e.g. newsletters, announcements, and messages from leadership team; ensure communications goals support department and company objectives; measure effectiveness and relevance
- Identify training opportunities, facilitate education on best practices, and help create department-specific guidelines and policies
- Coordinate quarterly department meetings and GC Staff Meetings by developing agenda with GC and leadership team, record notes and action items in each meeting, document and follow up on action items between meetings
- Perform special projects and responsibilities assigned by the General Counsel



Job Requirements

- Bachelor's Degree required preferably in Business, Finance, Information Technology or equivalent combination of education and professional experience; MBA preferred
- Five plus years of total work experience in operations or law firm management, five years in legal operations, and billing and pricing
- Executive management experience and proven track record of making an impact, developing and executing on strategies and delivering superior results in both the short and long term
- Demonstrable experience with alternative fee arrangement cost modeling
- In-depth understanding of law firm billing, pricing and compensation practices
- Strong understanding of litigation/transaction matter lifecycles, and legal delivery
- Technology-savvy; proficient in all Microsoft Office applications, especially Excel; expertise with eBilling software
- Proven negotiation skills with senior partner level outside counsel attorneys and pricing directors of law firms. Demonstrated track record of influencing senior level stakeholders (both internal and external)
- Excellent written and oral communication skills. Strong ability to communicate concisely with a wide variety of audiences, including senior management and key external stakeholders and proven ability to engage, influence and align stakeholders
- Demonstrated ability to build and lead a complex function; success managing, leading and coaching others in a large, global organization in order to achieve objectives; and execute projects
- Capacity to think strategically to identify issues and develop long-term solutions
- Demonstrated project management skills

About UpLevel Ops

UpLevel Ops leads the evolution of the legal operations practice.

We are trusted advisors providing practical guidance, mentorship, and coaching that goes beyond consulting. With our custom, high-end service – born of extensive corporate in-house experience – we partner with clients to craft actionable solutions. We create a roadmap to success that empowers teams with best practices, tools, and workflows tailored to their unique business objectives.

For more information about UpLevel Ops, please email us at info@UpLevelOps.com or you can discover more at UpLevelOps.com.

