A Collaboration:

 

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Legal Operations Director/Chief of Staff

Job Description

**Objective:**

The primary goal of this position is to oversee the day-to-day operations of the [COMPANY] Legal Department. Reporting to the General Counsel, the Legal Operations Director will act as an interface between the General Counsel and the legal department system-wide. This position coordinates activities such as the annual operating plan and department budgets, hiring and recruiting, 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 senior attorneys in our 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.

Please note: This job description is intended as a guide for companies looking to hire, or define the responsibilities of, a Legal Operations Director. As such, the description cannot take into consideration the current size or structure of a specific legal department. In the case that a department has built out leadership within its’ individual functions, the Legal Operations Director should partner with specialized leadership such as Legal Procurement, IT, Knowledge Management, etc. to insure alignment with the legal department’s overall goals.

**Strategic Planning and Execution –**

* Responsible for developing, refining and promoting the legal department’s mission, and developing and executing 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
* Responsible for other strategic plan or initiatives as delegated by the General Counsel
* Create metrics and monitor progress to measure success against strategic plans

**Finance and Budget Management –**

* Partner with GC, 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 and site. Works 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, document management, and billing management, then implement best in class technology, systems and processes
* Partner closely with our e-Billing administrator on process improvements and system enhancements. Able to demonstrate mastery of e-billing system as well as the ability to write detailed reports within the software tool
* Responsible for department websites and all knowledge management tools and processes
* Responsible for staying up-to-date on legal tech and assessing other tools which may include contract management, content management, IP management, business process management, e-signature, board management, eDiscovery, litigation hold, compliance management and subsidiary management

**E-Discovery and Records Management –**

* Work with the e-discovery vendor to implement a phased rollout of an efficient e-discovery process to include both in-house resources and vendor, legal holds and document review management
* Develop, track and improve efficiencies, processes and cost controls of e-discovery and records management platforms
* Manage and continuously improve the document management system across the entire department

**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
* Conduct RFPs where appropriate
* Create a tracking system that will provide quick access to data on each engagement and pricing model
* Manages 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, legal 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 University Functions, helping to implement University initiatives and minimize attorney time spend on such initiatives
* Develop and implement the department’s strategic communications plan, i.e.: newsletters, announcements, and messages from leadership team; ensures communications goals support department objectives; measures effectiveness and relevance
* Identify training opportunities, facilitate education on best practices, and create department-specific guidelines and policies
* Coordinate quarterly department meetings and GC Staff Meetings by developing agenda with GC and leadership team, records notes and action items in each meeting, documents and follows 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 or JD preferred
* 10+ years of total work experience in operations or law firm management, five years in legal operations, billing and pricing, and five years managing direct reports
* 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 e-Counsel billing 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