

Job Description:

Legal Operations Director

Overview

The Legal Operations Director oversees the Legal Department's operations, aligning processes, technology, and resources with **COMPANY's** strategic goals. Reporting to the General Counsel (GC), this role shapes the department's operational strategy, driving efficiency, fostering innovation, and ensuring seamless integration of legal technologies across the organization.

The ideal candidate will:

- Lead legal technology strategy, driving the adoption of AI tools, workflow automation, and process optimization.
- Collaborate with cross-functional teams to integrate legal technology solutions that enhance collaboration and streamline operations.
- Identify industry trends and best practices to position the Legal Department as a forward-thinking business partner.
- Leverage AI-related skills, including basic prompt engineering and AI tool management, to enhance productivity and value delivery.
- Develop and monitor key performance indicators (KPIs) to measure the success of operational initiatives and ensure continuous improvement.
- Lead and mentor a high-performing legal operations team, fostering a culture of innovation and accountability.
- Ensure processes and systems comply with regulatory requirements and support effective risk management.

Key Responsibilities

Strategic Technology Leadership

- Develop and execute a comprehensive legal technology strategy that aligns with **COMPANY's** business objectives, ensuring the Legal Department remains a strategic enabler for the organization.
- Drive seamless integration of the legal tech stack across Finance, IT, Procurement, and other key departments, fostering collaboration, optimizing workflows, and minimizing operational silos.
- Lead the adoption and implementation of AI-driven tools, including Generative AI (GenAI), to automate FAQs, streamline document management, and provide analytics to support data-driven decision-making.
- Partner with technology providers to assess, implement, and enhance systems, ensuring they deliver measurable value, optimize performance, and stay ahead of industry trends.
- Build organizational expertise in AI technologies, including prompt engineering and management of AI-powered tools, while fostering a culture of innovation and continuous improvement.
- Evaluate emerging legal technologies and trends to ensure the department leverages cutting-edge tools that enhance operational efficiency and scalability.
- Champion user adoption by designing training programs and change management initiatives that empower the Legal Department and other stakeholders to maximize the value of new technologies.

Process Optimization & Workflow Automation (25%)

- Lead workflow automation initiatives to eliminate repetitive tasks, enhance legal service delivery, and improve overall departmental efficiency.
- Conduct workload analyses to identify bottlenecks, optimize resource allocation, and ensure alignment with high-value strategic priorities.

- Standardize and optimize key processes across the Legal Department, including contract lifecycle management (CLM), knowledge management, legal service requests, and matter management.
- Develop and implement metrics, such as key performance indicators (KPIs), to measure the success of process improvements, quantify cost savings, and evaluate overall departmental performance.
- Collaborate with cross-functional teams to redesign workflows and promote consistency, scalability, and seamless integration with broader organizational processes.
- Foster a culture of continuous improvement by identifying and implementing best practices to future-proof legal operations.

Financial & Vendor Management

- Oversee Legal Department budgets in collaboration with Finance, ensuring cost predictability, accurate forecasting, and actionable reporting to support strategic decision-making.
- Manage legal vendors, including outside counsel, with a focus on performance optimization, value-based pricing, and innovative alternative fee arrangements.
- Develop and maintain data-driven insights and dashboards to track vendor performance, spending trends, and return on investment (ROI), providing transparency and accountability.
- Align outside counsel programs with COMPANY's legal and business priorities, foster strategic partnerships, and ensure vendors deliver consistent value.
- Identify opportunities for cost savings through benchmarking, spend analysis, and vendor consolidation while maintaining quality and efficiency.
- Negotiate vendor agreements and lead RFP processes to ensure competitive pricing and alignment with organizational goals.

Strategic Operations & Leadership

- Serve as a trusted advisor to the General Counsel (GC) and leadership team, delivering data-driven insights and strategic recommendations to shape legal department priorities and align them with organizational objectives.
- Benchmark legal operations against industry trends, identifying opportunities to implement best practices and position the Legal Department as an innovation leader.
- Collaborate with cross-functional leaders to ensure legal initiatives are integrated with enterprise-wide goals, particularly in areas such as compliance, governance, risk management, and strategic planning.
- Advocate for innovation within the Legal Department, driving the adoption of cutting-edge tools and approaches while fostering a culture of continuous improvement and adaptability.
- Lead strategic planning efforts to ensure the Legal Department evolves in response to emerging business needs, regulatory requirements, and technological advancements.

Qualifications

- **Education:** Bachelor's degree in Business, Finance, Technology, Legal Studies, or a related discipline; MBA or advanced degree strongly preferred.
- **Experience:**
 - 8+ years of experience in legal operations, corporate strategy, process transformation, or a related field.
 - Proven track record of developing and executing legal technology strategies, implementing workflow automation, and driving measurable process improvements.
 - Hands-on experience with AI tools, including Generative AI, and foundational knowledge of prompt engineering to support automation and innovation.
 - Demonstrated success in leading cross-functional initiatives and aligning legal operations with broader business objectives.

- **Skills:**
 - Deep expertise in legal technology platforms (e.g., e-billing, contract lifecycle management (CLM), matter management, AI-powered tools) and their integration across business units.
 - Strong analytical mindset with the ability to leverage data to identify trends, develop KPIs, measure ROI, and inform strategic decisions.
 - Exceptional leadership skills, with a proven ability to optimize processes, manage workflows, and execute strategic plans in dynamic environments.
 - Excellent communication, stakeholder management, and change management skills, with a demonstrated ability to influence and drive adoption across diverse teams and departments.
 - A forward-thinking approach to innovation, with the ability to stay ahead of industry trends and implement cutting-edge solutions.