

Job Description:

Legal Operations Manager

Overview

The Legal Operations Manager supports the Senior Director of Legal Operations, overseeing the Legal Department's day-to-day operations and ensuring efficiency through vendor management, technology strategy, process optimization, and workflow automation.

This role aligns legal operations with department and **COMPANY** goals, manages budgets and spend analytics, and identifies opportunities for cost savings. They will lead a team, collaborate with cross-functional partners, and serve as the primary contact for legal vendors and technology providers.

With a focus on continuous improvement, the Legal Operations Manager tracks key performance indicators (KPIs), drives innovation with tools like Generative AI, and leads change management efforts to enhance operations and ensure compliance. This role requires strong leadership and a forward-thinking approach to foster a culture of excellence and innovation.

Key Responsibilities

Team Management & Leadership

- Oversee department priorities, ensure alignment with the strategic goals set by the Senior Director of Legal Operations and the Legal Leadership Team, and adjust as business needs evolve.
- Provide clear guidance, project plans, and performance feedback to team members while promoting collaboration and efficient workflows across departments.
- Cultivate an inclusive and diverse team culture that values innovation, engagement, and diverse perspectives.
- Recognize achievements and foster motivation by creating an environment that values contributions and encourages professional development.
- Establish and monitor team performance metrics to ensure alignment with organizational objectives and drive continuous improvement.

Vendor & Financial Management

- Serve as the primary relationship manager for outside counsel and legal vendors, fostering strong partnerships and ensuring alignment on performance expectations and deliverables.
- Lead RFP processes, oversee Alternative Legal Service Providers (ALSPs), and negotiate vendor fee structures to achieve cost efficiency and value.
- Establish and monitor vendor performance metrics, leveraging data-driven insights to assess effectiveness and drive improvements.
- Collaborate with Finance to manage departmental budgets, track spend, and produce clear, actionable financial reports for leadership.
- Identify opportunities for cost savings through benchmarking, spend analysis, and implementation of innovative vendor management strategies.
- Ensure compliance with corporate policies and guidelines in all vendor-related activities.

Technology Strategy & Integration

- Lead the implementation, optimization, and maintenance of legal technology platforms (e.g., e-billing, matter management, and knowledge management systems) to support departmental efficiency and scalability.
- Partner with IT, vendors, and key stakeholders to drive system enhancements, integrations, and seamless adoption across the Legal Department.

- Explore and deploy innovative technologies, including AI tools and Generative AI solutions, to automate workflows, enhance productivity, and deliver actionable insights.
- Provide guidance on basic prompt engineering and advanced AI use cases to maximize the value of emerging technologies.
- Champion cross-departmental collaboration to ensure the legal tech stack aligns with broader enterprise systems and supports company-wide initiatives.
- Monitor legal technology trends and identify opportunities to implement cutting-edge solutions that future-proof the department's operations.

Process Optimization & Workflow Automation

- Identify and implement opportunities for workflow automation and process improvements to enhance legal service delivery, reduce manual tasks, and improve overall efficiency.
- Conduct workload and process analyses to uncover inefficiencies, align resources with high-value, strategic activities, and improve team productivity.
- Collaborate with cross-functional teams to map, redesign, and document workflows that promote consistency and scalability across the Legal Department.
- Develop and monitor key performance indicators (KPIs) to assess the impact of process improvements and automation initiatives, ensuring continuous optimization.
- Champion a culture of operational excellence by fostering innovation and encouraging the adoption of best practices in legal operations.

Knowledge Management & Communications

- Lead the development and maintenance of Knowledge Management (KM) systems to ensure effective document management, centralized resources, and easy accessibility for the Legal team and internal stakeholders.
- Implement self-service tools, FAQs, and other scalable solutions to empower internal clients, improve response times, and reduce dependency on legal staff for routine inquiries.
- Design and execute a comprehensive internal communication strategy to align the Legal team on priorities, initiatives, and updates, fostering transparency and collaboration.
- Promote best practices for knowledge sharing, ensuring that key institutional knowledge is captured, organized, and readily available to support decision-making and operational efficiency.
- Monitor and continuously improve KM systems to adapt to evolving departmental needs and leverage emerging technologies, such as AI-powered search and knowledge retrieval tools.

Qualifications

- **Education:** Bachelor's degree in Business, Finance, Technology, or a related field; MBA preferred.
- **Experience:**
 - 5–8 years of experience in legal operations, project management, vendor management, or a related field.
 - Demonstrated success in leading process improvements, managing vendor relationships, and driving operational efficiency within legal or corporate environments.
 - Experience implementing and optimizing legal technology platforms, with a focus on adoption and measurable impact.
- **Skills:**
 - Strong project management skills, with a proven ability to deliver initiatives on time, within scope, and aligned with strategic goals.
 - Expertise in legal technology platforms (e.g., e-billing, matter management, contract lifecycle management (CLM), knowledge management systems).
 - Familiarity with AI tools and prompt engineering, with the ability to leverage these technologies for automation and innovation.
 - Proven ability to design and execute process optimization and workflow automation initiatives.

- Exceptional communication, collaboration, and stakeholder management skills, with the ability to work effectively across functions, including Finance, IT, and Procurement.
- Analytical mindset with strong proficiency in using metrics, benchmarking, and data analysis to identify opportunities and measure success.
- Leadership and team development abilities, with a focus on mentoring and fostering a high-performing, collaborative culture.
- Adaptability to evolving priorities and emerging technologies, with a proactive approach to problem-solving and innovation.

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