

Job Description:

Legal Operations Senior Director/VP/Chief of Staff

Overview

This position leads the operational and strategic initiatives of the **COMPANY** Legal Department, reporting directly to the General Counsel (GC). Acting as a strategic thought partner to the GC and legal leadership team, this role focuses on enabling the department to meet business priorities through innovative strategies, strong governance, and operational excellence.

The ideal candidate will:

- Possess extensive experience in strategic planning, cross-functional leadership, and legal department transformation.
- Lead high-level initiatives such as strategic planning, organizational design, outside counsel management, diversity, equity & inclusion (DEI), and the department's technology and Generative AI strategy.
- Serve as a trusted advisor, guiding the department toward efficiency, cost-effectiveness, and measurable success.

This role is critical for fostering a culture of innovation and collaboration while ensuring the Legal Department operates at peak performance to meet organizational goals.

Key Responsibilities

Strategic Leadership & Stakeholder Engagement

- Drive the development and execution of the Legal Department's mission, vision, and strategic plans.
- Collaborate with senior leadership across departments to align legal strategies with broader business objectives.
- Partner with senior leaders across the organization to align legal strategies with enterprise-level business goals, ensuring seamless integration and mutual support.
- Act as a key driver for change management, overseeing initiatives to enhance the department's contribution and impact.
- Develop key metrics and analytics to measure success, identify gaps, and refine strategies.
- Cultivate strong relationships with internal and external stakeholders to enhance the Legal Department's visibility, influence, and collaborative potential.
- Actively solicit and incorporate feedback from internal clients to refine strategies and maintain alignment with organizational needs.

Finance, Vendor, & Technology Management

- Manage budgets, headcount planning, and forecasting; collaborate with Finance to deliver data-driven insights and mitigate financial risks.
- Build and execute outside counsel management programs, including value-based pricing, alternative fee arrangements, and vendor scorecards.
- Develop and execute a technology roadmap, prioritizing tools like Generative AI for automation. Partner with IT and Procurement to ensure successful implementation and adoption.
- Develop a comprehensive vendor risk management framework to ensure compliance and minimize operational risks.
- Continuously assess and refine processes to improve operational efficiency and cost savings.

Operational Excellence & Process Innovation

- Perform workload analyses to identify high-value activities and streamline tasks across the department.
- Centralize legal service delivery, leveraging tools like GAI-powered FAQs and self-service models to reduce manual work.
- Facilitate the creation of governance frameworks, ensuring consistent policies and procedures.
- Identify and implement opportunities for automation and cross-functional process improvements to align with global operational standards.

Team Development & Communications

- Cultivate a high-performing team through mentoring, training, and leadership development.
- Design and implement internal communications strategies to keep stakeholders informed and engaged.
- Lead initiatives to enhance collaboration across geographic and functional boundaries.
- Collaborate with HR to strengthen team culture and succession planning through targeted development programs.

Qualifications

- **Education:** Bachelor's degree in Business, Finance, or equivalent experience; MBA preferred.
- **Experience:**
 - 10+ years of progressive experience in legal operations, including strategic planning, budget oversight, and technology implementation.
 - Proven ability to influence and lead cross-functional teams and manage large-scale transformational projects.
 - Familiarity with emerging technologies, including AI/GenAI, and their application in legal processes.
- **Skills:**
 - Strategic thinker with excellent problem-solving skills.
 - Strong knowledge of compliance, risk management, DEI, and ESG frameworks.
 - Proficiency in legal tech, such as e-billing systems, contract lifecycle management (CLM), and GAI tools.
 - Exceptional communication and stakeholder engagement skills.