



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) and translates insights from data and systems into practical operational improvements. 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 team culture that values diverse perspectives, collaboration, and continuous improvement.
- 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 effective vendor management strategies.
- Ensure compliance with corporate policies and guidelines in all vendor-related activities.

Technology Enablement & Adoption

- 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.
- Support the deployment and effective use of legal technology to automate workflows, improve productivity, and support consistent Legal Operations.
- Lead the practical adoption of AI-enabled capabilities across Legal Operations, embedding them into workflows, standards, and day-to-day ways of working.
- Support cross-departmental collaboration to ensure the legal tech stack aligns with broader enterprise systems and supports company-wide initiatives.

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 reliance on legal staff for routine inquiries.
- Support and execute internal communications that align the Legal team on priorities, initiatives, and updates.
- 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 required; Advanced degree a plus.

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.