

Job Description

Legal Operations Senior Director / VP / Chief of Staff

Overview

This position leads the operational and strategic initiatives of the **COMPANY's** Legal Department and reports 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:

- Bring deep experience in Legal Operations leadership, organizational design, outside counsel management, diversity, equity & inclusion (DEI), and process-driven transformation.
- Have hands-on experience deploying or managing legal technology and workflow automation tools, including AI-enabled solutions.
- Be comfortable working across Compliance, Privacy, Security, and IT to build responsible technology frameworks and/or governance models.
- Possess the ability to coach teams on effective use of technology, data, and self-service tools, including appropriate use of AI-enabled capabilities, to improve productivity.
- Be a trusted advisor who uses data and thoughtful innovation to drive efficiency, predictability, and measurable outcomes.
- 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 & Alignment

- Partner with the GC to define Legal's strategic priorities and translate them into actionable programs.
- Build the frameworks, metrics, and narratives that show Legal's impact across the organization.
- Drive cross-functional alignment to ensure Legal's work is visible, valued, and connected to enterprise goals.
- Lead change management efforts that drive adoption, accountability, and sustained execution of Legal initiatives.
- 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.
- Act as a senior change leader, overseeing initiatives that expand the Legal Department's contribution and impact across the business.
- 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

Operational & Financial Management

- Lead Legal's operational planning, budgeting, and resource allocation in close partnership with Finance.
- Oversee outside counsel relationships and vendor strategy, including the design and governance of value-based pricing models aligned to defined scopes and outcomes.
- Build disciplined approaches to forecasting, spend management, and performance tracking that support informed decision-making.
- Ensure appropriate governance and risk management across Legal operations and vendors.

Technology Enablement & Innovation

- Own a practical technology and enablement roadmap grounded in Legal's real workflows and priorities.
- Oversee implementation and adoption of core legal technology platforms such as CLM, eBilling, intake/workflow tools, and reporting solutions.
- Introduce new technology capabilities thoughtfully and responsibly, including AI-enabled tools, where they improve consistency, responsiveness, or team capacity.
- Support technology literacy and effective use of existing tools, including guidance on the appropriate use of AI-enabled features.
- Partner closely with IT, Privacy, and Security to ensure technology use aligns with company standards and risk tolerance.

People, Culture & Organizational Enablement

- Foster an inclusive, respectful, and high-performing team environment where diverse perspectives are valued, equity is actively considered in decision-making, and people are supported to do their best work.
- Assess workload, capacity, and skills to inform staffing models, development plans, and organizational design.
- Invest in team development through coaching, enablement, and clear expectations.
- Promote collaboration across Legal and with business partners to reinforce trust and shared accountability.

Team Development & Communications

- Cultivate a high-performing team through mentoring, training, and leadership development.
- Design and lead 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 required; Advanced degree (e.g., MBA, JD, or equivalent) a plus. An equivalent combination of education and senior-level experience will be considered.
- 10+ years of experience in Legal Operations, Chief of Staff, or senior operational leadership roles within Legal or a closely aligned function.
- Proven experience leading complex, cross-functional initiatives and managing change at scale.
- Strong background in outside counsel management, legal spend oversight, and operational planning.
- Experience implementing or managing legal technology and automation initiatives; familiarity with AI-enabled tools is expected.
- Demonstrated ability to lead inclusively, communicate clearly, and influence across levels and functions.

What Success Looks Like

- Legal's priorities are clear, realistic, and well executed.
- Teams have the structure and support they need to work effectively and sustainably.
- Outside counsel spend is predictable, transparent, and aligned with value delivered.
- Technology, including but not limited to AI, supports the team without creating noise or risk.
- The Legal team operates as a high-functioning, inclusive organization where roles are clear, collaboration is strong, and people are supported to do their best work.
- The General Counsel has confidence in the department's operational footing and forward direction.