

# **Process Innovation Manager, Shearman & Sterling LLP**

## **Reports to**

Process Innovation Lead, Legal Project Management

## **Location**

New York

## **Job Type**

Full-time

## **Importance of LPM Function**

The global Legal Project Management (LPM) team focuses on innovation and efficiency, working with our business services professionals, lawyers and top clients to deliver innovative and efficient legal solutions, as part of the wider Client Value Team.

As the demand for LPM and process improvement continues to grow, we are expanding our team and looking for a proactive individual to help us to broaden our process improvement capability in the Americas, working with the Process Innovation Lead and the wider LPM team to identify process and LPM opportunities and drive value-adding improvements.

## **Role Description**

The primary objective of the Process Innovation Manager is to provide high quality process improvement support to our business services and legal teams in the Americas, along with LPM support to our legal teams, while also assisting with client facing projects.

This role requires strong process improvement expertise and experience alongside broader project management capability, and the interpersonal skills, flexibility and pragmatism required to tailor approaches to meet the client's and legal team's specific needs.

The incumbent will identify areas of opportunity for process improvement with the support of the Process Innovation Lead and the LPM team, supporting awareness of the importance of a process driven mindset. The Process Innovation Manager will run and deliver legal and business process improvement projects with the engagement and input of key stakeholders in the Americas, taking projects from definition through to implementation, with tangible benefits being delivered as a result. This role will also be called upon to help raise awareness of LPM best practices more broadly, by supporting LPM training and awareness sessions and other LPM activities as is agreed and aligns with process initiatives.

## **Key Responsibilities**

- Own and deliver process improvement projects in the Americas to improve the efficiency and/or effectiveness of work performed by lawyers and business services' professionals.
- Deliver measurable improvements in efficiency, client value-add and time-cost savings.
- Act as a subject matter expert for process improvement, supporting the identification of opportunities and broadening our capability within the Americas.

- Research practice area processes through discussions with lawyers and relevant business services professionals to identify potential areas of improvement.
- Engage with senior management and legal teams to support the development of a process improvement culture through training and coaching on process improvement, and more broadly support training on LPM to provide an understanding of our services as an LPM team.
- Contribute to the continuing development of the firm's process improvement standards, tools and approaches, to ensure a practical application of best practice.
- Skillfully adapt technical process improvement and LPM knowledge, tools and techniques to the circumstances so that it is a help, not a hindrance, to the team.
- Support legal teams through the LPM process including scoping, planning, budgeting, and managing resources on a matter.
- Contribute to the Client Value Team's wider transformation projects including supporting our data analytics and legaltech programs.
- Other duties as assigned.

### **Education & Experience**

- Bachelors' degree required.
- 2-5 years of relevant experience, preferably within a law firm or professional services organization.

### **Knowledge, Skills & Attributes**

- Able to deliver sustainable and measurable process improvement projects to a high quality and in a timely fashion.
- Shows strong project management and leadership skills with experience in leading complex projects and implementing change
- Communicates effectively and collaboratively at all levels.
- Excellent written communication skills and ability to succinctly capture and convey management information in writing and in presentations.
- Diplomatic and skilled at building rapport with the ability to influence stakeholders at all levels.
- Works in an agile and entrepreneurial manner and exhibits a continuous improvement mindset.
- Able to work under tight deadlines, handle multiple detailed tasks simultaneously, prioritize appropriately and delegate to others where needed.
- A proactive and driven individual who exercises independent judgment to make sound, justifiable decisions and takes action in solving problems while knowing when and to whom to escalate issues.
- Takes initiative in his/her own professional development by seeking out feedback and learning new skills; continually learning and improving his/her own process improvement and LPM-related expertise.
- Expert user of MS Excel and PowerPoint. Fluent in MS Office. Knowledge of MS Visio and Tableau beneficial.
- Significant experience and qualification in Lean, Lean Six Sigma and/or Design Thinking with a track record of practical application including recent project delivery.
- Understanding and exposure to Agile approaches is desirable.
- Ability to work outside standard business hours and travel as needed.