

## **Manager, Process Improvement and Project Management**

Lenczner Slaght is widely recognized as Canada's leading litigation firm. Focusing exclusively on litigation and advocacy our lawyers represent a diverse range of clients from commercial disputes and class actions to cross-border matters and professional regulation. We are currently seeking a Manager, Process Improvement and Project Management.

Under the leadership of the Managing Director, Strategic Planning the primary responsibilities will involve supporting the execution of a range of programs to support the deployment of project management best practices throughout the firm, organization of large scale firm projects and process improvement.

The role will involve liaising with all areas of the firm under the direction of the Managing Director, Strategic Planning. While a proactive approach to the role is encouraged, there is a reactive component as well and in turn a requirement to be flexible and adaptable.

### **Responsibilities:**

#### *Project Management*

- Responsible for primary support in the refinement and evolution of the firm's project management function
- Applying project management best practices to utilize and test project management tools to provide input on and set an example as project management rolls out further
- Developing of project plans and budgets; then track against those plans and budgets and help to report back
- Serving as the central contact for internal stakeholders and vendors to maintain momentum of project execution
- Administering of projects or components of large scale projects by collecting information, coordinating meetings, preparing presentations and communications such as meeting agendas and follow up emails

#### *Process Improvement*

- Managing the firm's continuous process improvement initiatives which focus on client service, legal service delivery and general business processes. This includes, but is not limited to, preparing current and future state process maps and various metrics to evaluate the degree to which a proposed change will be better, faster and/or cheaper and is actually implemented
- Creating data collection plans and align metrics
- Developing time studies to analyze workflows and identify inefficiencies
- Supporting stakeholder assessment to help gauge readiness for change and collect relevant process improvement insights

- Planning and facilitation of process mapping
- Identifying opportunities for enhancing matter management processes

#### *Software Evaluation*

- Playing a central role in generating and gathering input regarding various software products

#### *Research*

- Conducting research and analysis into current state processes to identify opportunities for improvement
- Conducting audits to evaluate and report on progress and areas for improvement
- Performing analysis of data gathered to report on progress and areas for improvement

#### *Administration*

- Administering the advancement of projects and initiatives as the position requires

### **Desired Skills and Experience:**

- Post-secondary education in business or engineering
- Experience or training in at least one of process improvement (Lean Sigma), change management or project management is preferred
- Strong analytical skills and affinity for data and numbers
- Highly proficient in MS Word, Excel, PowerPoint
- Tech savvy with ability and interest in quickly learning a variety of software programs
- Strong writing skills

### **Desired Characteristics and Traits**

- Interest in and/or knowledge and experience with basic Lean & Six Sigma concepts and workflow analysis
- Very organized
- Quick to learn
- Positive attitude
- Team player
- Ability to multi-task
- Detail oriented
- Strong business acumen
- Strong analytical skills and a high degree of comfort with data and numbers
- Strong written and verbal communication skills
- Adaptable and flexible
- Proactive and driven to learn and grow in the role

Qualified Candidates are asked to submit their cover letter and resume addressed to Barbara Russell (Director, Human Resources) [HERE](#).

*Lenczner Slaght invites applications from all qualified candidates. We are committed to employment equity and diversity in the workplace. Accommodation will be provided in all parts of the recruitment and hiring process.*

*Please direct all requests to:  
Barbara Russell  
Director, Human Resources*