
Director, Legal Support Services

Widely recognized as Canada's leading litigation practice, we have successfully represented clients' interests in some of the most complex, high-profile cases in Canadian legal history. Focusing exclusively on litigation and advocacy, we practice across dozens of legal areas and industries and represent our clients where it counts – on our feet in all levels of the courts and before every kind of tribunal. Our subject-matter expertise and extensive courtroom experience is consistently recognized by clients, peers, and senior members of the legal profession in leading legal publications, including Chambers Canada and Lexpert. We offer the opportunity to work alongside and learn from some of Canada's most highly regarded litigators. Our partners are ranked among the best of their peers nationally and lead a mentoring and development program that attracts gifted lawyers who are committed to upholding the highest professional standards.

We are currently seeking a **Director, Legal Support Services** to join our team.

ROLE DESCRIPTION

Reporting to the Chief Operating Officer, the Director, Legal Support Services serves as a highly effective leader and advisor, requiring a forward-thinking, hands-on, engaged, and collaborative working style. They will act as a catalyst for new thinking across the organization, particularly as it relates to developing and implementing strategies to allow the firm to reflect the 'firm of the future' as it relates to the delivery of legal support services. This role is focused on innovation and service – implementing technologies, programs, policies, and procedures to ensure our legal support services meet the needs of our clients today and in the future.

The Director, Legal Support Services is also accountable for the delivery of overall legal service support by leading the law clerks. Collaborating with our Lawyers, Law Clerks, Legal Project Managers and Legal Assistants, the Director, Legal Support Services will develop and deploy the best combination of legal processes, innovation, and process improvement to deliver best in class legal services to our clients.

ROLES & RESPONSIBILITIES

Strategy, Process Improvement and Technology Utilization

- Develop strategy for legal support services and service standards at the firm. Taking into consideration market best practices, firm priorities and 'firm of the future' opportunities.
- Review current legal support services to assess and streamline roles and responsibilities, and identify opportunities for efficiency to ensure the delivery of best-in-class legal services.
- Identify the best use of Legal Assistants, Law Clerks and Legal Project Managers across the litigation workflow process. Confirm work is being done by the right resource at the right level leveraging the best tools and technology available.
- Partner closely with Human Resources, Process Improvement, Discovery Management and Project Management teams to establish and implement service standards related to litigation support and service delivery to Lawyers.
- Work with Lawyers, Law Clerks, the Discovery Management team, and Legal Assistants to identify opportunities to better utilize existing technology and assess new technology to do the heavy lifting associated with repetitive legal tasks (e.g., document organization and coding).

- Review, assess and test new litigation service delivery solutions. Identify and make recommendations to implement new software/hardware and any other litigation related tools. Partner closely with IT team and other stakeholders to drive effective implementation and collaboration.
- Analyze current litigation processes and identify opportunities to reduce Associate and Law Clerk time and effort by identifying tools designed to streamline complex litigation matters. Establish and implement best practices to be adopted to gain maximum efficiency.

Leadership of Law Clerks

- Lead the team of Commercial Litigation Law Clerks. Foster a collaborative, environment that is committed to the highest levels of client service and operational excellence.
- Monitor workload allocation and provide direction as needed. Assess current workflow and make recommendations to reduce duplication and redundant steps to streamline on a go forward basis.
- Responsible for the recruitment and performance of Commercial Litigation Law Clerks.

EDUCATION & EXPERIENCE

- In-depth knowledge of litigation methodologies, processes and technology gained through a minimum of 10 years' experience working in the litigation department of a law firm.
- Law degree or equivalent experience is required. Legal Project Manager certification, highly desirable.
- Experience in process improvement, change management and system and process implementations, highly desirable.

KEY SKILLS & CHARACTERISTICS

- Tech savvy with the ability to understand how technology can drive enhance the workflows and client service.
- Innovative, forward thinking, and willing to disrupt and challenge the status quo.
- Superior knowledge and understanding of the legal service delivery, particularly in litigation.
- Exceptional people management experience, with the ability to motivate and direct a diverse team. Ability to manage performance and deliver feedback to high performing team.
- Strategic and analytical thinker with the ability to drive results and an aptitude for process improvement, project management and utilizing technology to improve speed, accuracy, and efficiency.
- Ability to lead and implement change in a complex environment with various stakeholders.
- Ability to communicate effectively orally and in writing to a broad range of audiences including to senior management, partners, and clients.
- Strong project and time management skills and ability to manage a variety of concurrent projects.
- Strong client service orientation combined with the ability to manage multiple clients' needs at the same time.

OTHER INFORMATION

- **Reporting Details:** Reports directly to the Chief Operating Officer
- **Hours of Work:** After hours work is to be expected

WHAT DIFFERENTIATES US?

We are a firm with deep values, centered around our commitment to excellence and winning. We are also dedicated to promoting and advancing equity, diversity, and inclusion in our workplace and in the legal profession. We maintain an inclusive work environment comprised of people with diverse perspectives, backgrounds, identities, and cultures who are all valued, respected, and have an equal opportunity to develop, advance, and be heard. We have developed several award-winning and forward-thinking initiatives, including resume anonymization in student recruitment to decrease barriers for diverse candidates and [ReferToHer™](#), a program aimed to balance the scales on referrals for female lawyers. We have also made continuous process improvement and innovation a key strategic priority. Learn more about our programs on www.litigate.com.

Qualified candidates are asked to submit their resume [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 and questions to **[Lynsey Clement](#)** (Manager, Human Resources).*