

Manager, BI, Pricing & Process Improvement and Project Management

Lenczner Slaght is widely recognized as Canada's leading litigation practice. We are currently seeking a Manager, BI, Pricing and Process Improvement & Project Management to join the firm.

Under the joint leadership of the Managing Director, Strategic Planning and the partners responsible for Pricing & Business Intelligence (Pricing & BI) as well as Process Improvement & Project Management (PI & PM), play a central role in managing the firm's pricing, BI, process improvement and project management projects and programs with support of a dedicated Coordinator.

The role will involve significant firm projects and working with the Firm's lawyers on budgets and fee arrangements and the Management Committee on BI reports. 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:

Pricing

- **Set Budgets and Fee Arrangements** – Work with and advise lawyers in setting of budgets and fee arrangements, with support from Coordinator and as mentor to Coordinator. Analyze historical matter data and advise on pricing strategies.
- **Monitor Budgets and Fee Arrangements** – Review all budget monitoring reports and help to ensure no surprises for the firm's clients by following up with lawyers.
- **Drive Enhancement of Pricing Function** – Proactively seek out means for continuous improvement of the pricing processes.
- **Price Setting** – Conduct review and analysis and work with lawyers to recommend rates.
- **Other Related Tasks** – Review and understand billing guidelines. Liaise with E-Billing Specialist as needed to deliver on areas of responsibility.

Business Intelligence

- **Generating Reports and Forecasting** – Generate reports & forecast decks to aid in reporting on the performance of the business on a monthly basis as well as various business decisions on an ad hoc basis.
- **Dashboard Implementation and Adoption** – Project manage the implementation and adoption of the firm's business intelligence dashboard.
- **Continuous Improvement** – Proactively seek out means to advance the maturity and sophistication of the business intelligence function to help the firm make more and better data-based decisions.

Process Improvement

- **Process Improvement Initiatives** – Play a central role in managing the firm’s continuous process improvement program, which focuses on client service, legal service delivery and general business processes. This includes, but is not limited to, having current and future state process maps and various metrics prepared to evaluate the degree to which a proposed change will be better, faster and/or cheaper and is actually implemented. Ensure data is collected and metrics are in place, including time studies to analyze workflows and identify inefficiencies. Support stakeholder assessment to help gauge readiness for change and collect relevant process improvement insights.
- **Software Evaluation** – Play a central role in ongoing monitoring and evaluation of new software products and developments then manage the evaluation process.

Project Management

- **Firm Project** – Serve as project manager on large, firm-wide projects to drive projects forward, applying project management best practices as appropriate.
- **Legal Service Delivery** – Seek out means to continually develop the project management of some of the firm’s legal matters.
- **Overall, Proactively Drive Implementation** – Play a key role in driving plans, projects and programs forward by keeping all stakeholders on track. While a Coordinator will provide primary support, this role may include booking meetings, setting agendas and in those meetings capturing key decisions and actions coming then proactively following up with stakeholders to ensure execution as discussed.

Desired Skills and Experience:

- Seeking a business, engineering, data analytics professional with three years of pricing or financial analysis experience, preferably in the professional services industry
- Experience or training in at least one of pricing, process improvement (Lean Sigma), change management or project management is preferred
- Highly proficient in MS Word, Excel, PowerPoint
- Tech savvy with ability to quickly learn variety of software programs
- Must be flexible and work analytically in a problem-solving, results oriented environment

Desired Characteristics and Traits:

- Comfort working with senior partners, COO and Director on a regular basis
- Very organized
- Keen to learn
- Quick to learn
- Team player
- Ability to multi-task
- Adaptable and flexible
- Detail oriented

- Proactive and driven

Qualified candidates are asked to submit their resume and cover letter 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*