

Data & Analytics Lead

ABOUT US

RPC is a dynamic, collaborative and commercial law firm. We love our work, but we love our clients more. Those clients are often household names, many of our lawyers are market leaders, and by investing in long-term relationships together we achieve award-winning results.

Headquartered in London and with offices in Bristol, Hong Kong and Singapore, we support our clients globally, both through our own offices and by collaborating with leading law firm networks. We are big enough to handle the most complex matters, and agile enough to adapt quickly to the opportunities and challenges our clients face. Through our commitment to and focus on five strategic areas of importance – Commercial & Financial Disputes, Insurance, Regulatory, Retail & Consumer, and Technology & Media – complemented by a wide variety of practice areas, our revenue increased by 33% in the last two years.

That commercial success is reinforced by our unique culture. Clients and recruits are often surprised by just how different – how approachable – we are. We hire people with personality and invest heavily in their professional development and wellbeing. Every person at RPC should feel valued, respected and free to be themselves. And we want to help everyone achieve their ambitions – our clients, as much as our people.

INCLUSION & DIVERSITY

We are problem solvers. Whether in front of clients or behind the scenes. To solve problems creatively for clients, we need diverse thinking; drawing on different experiences, backgrounds and perspectives. That means that everyone who either applies to, or works for, the firm is treated equitably. We believe in equal access because our people define us and define what we do.

If you need support and adjustments to do your best work, whether that's during the recruitment process or throughout your time at RPC, we're here to help.

ROLE OVERVIEW

The role

This is a new role, reporting to the Director of IT, which has responsibility for devising and implementing a new data strategy for the firm.

Initially this will be a standalone role which will lead a virtual data team across a number of functional areas, and in time, it's likely that the function will grow and a team will be recruited to directly support this area.

We are in the midst of a major technology transformation programme which began in 2020, and we have a number of large projects coming up in the next two years. In addition to supporting that work, we're looking for someone who can devise a data strategy which is aligned to the firm's overall strategy, and can help support the strategic priorities within it. Finally, this role will play a key player in how we approach and use generative AI, which is evolving as the technology does.

To support that, we need to review the accuracy and quality of the data we hold across our estate, the integrations between our systems, the tools we use to interrogate that data, and what we need to put in place to enable our vision. That is, to find opportunities to leverage our data, to help us make better decisions internally, and ultimately deliver better services to our clients.

Reports to

Director of IT

Duties and Responsibilities include but not are limited to the following:

- Devise and implement our data strategy, to find opportunities to make better use of data internally, and to better support the delivery of existing and new services to our clients.
- Define and oversee a firmwide Data Governance framework, and put plans and processes in place to clean up our data and then maintain a high standard of accuracy and quality.
- Work with system owners to ensure we're getting the best from our systems, and that they support the broader objectives around data.
- Support the growth and development of our generative AI strategy, both by helping to identify and develop opportunities in this space, and by ensuring the quality and governance of our data can support it.
- Leadership of the virtual data team.
- In time, management of the Data & Analytics team.
- Act as a thought leader for data, both internally and externally.
- Demonstrate leadership to help the organisation become more engaged with data, and understand its importance at the point of capture and the potential outputs.
- Develop and maintain strong working relationships with key stakeholders across the firm, at all levels, including fee earners and other business support staff.

- Establish close working relationships with the wider IT team, in particular the 'Heads of', and the Solution and Infrastructure Architects.
- Develop a personal profile in the external legal IT marketplace, to represent the firm as forward thinking and innovative in all aspects of data and technology.
- Ensure your team are well-trained, well-organised, well-supported and properly supervised and motivated. Responsible for their performance management, training and development.
- Manage staff appraisals and input into annual salary reviews.
- Develop, coach and mentor direct reports within your function.
- Be inclusive, collaborative and ensure a team ethic which promotes openness without judgement.

Key internal relationships

- Director of IT
- Heads of IT and Operations, Business Systems, Information Security, Project Delivery, Infrastructure and IT Service Delivery
- Data owners and consumers across the firm, both fee earners and business services colleagues, at all levels
- Key third party suppliers
- Executive Committee
- Key Clients as needed

Knowledge, skills and experience

- Previous experience of working in a similar role, ideally in a professional services environment (legal sector experience desirable but not essential)
- Proven track record leading the establishment of an enterprise-wide capability for Metadata, Data Quality, Master/Reference Data and Data Model management.
- Experience of end-to-end delivery of a data strategy, including securing investment, managing design and technology decisions, and overseeing implementation and embedding solutions.
- Experience of developing a Data Governance Framework and Data Quality Management service.

Skills:

- Articulate communication/presentation skills, including the ability to influence senior management, and generate interest and buy-in for your product
- Able to build effective relationships and network across the firm and externally with suppliers and sector contacts.

- Proven data literacy — The ability to describe business use cases/outcomes, data sources and management concepts, and analytical approaches/options. The ability to translate among the languages used by executive, business, IT and other stakeholders.
- Possesses a high degree of technical fluency and is able to demonstrate and communicate the practical application of this competence.
- Strong vendor management skills.
- Excellent project management skills.
- Ability to work effectively in an environment where there are a number of competing pressures.
- Self-motivated, willingness to take on challenges and adaptability to change and manage changing priorities.
- Strong leadership and people management skills with demonstrable experience of training staff and leading by example.
- Able to effectively negotiate with and influence colleagues.
- Able to demonstrate excellent client/customer facing skills, with a good understanding of general business needs and service delivery.
- Excellent problem diagnosis and analytical skills; with an ability to resolve issues effectively.
- Able to work under pressure to tight deadlines or targets and can adapt to differing demands; prioritising tasks, where appropriate.
- Methodical approach to work, with a strong focus on accuracy and quality.
- Understands the need for documentation and well-defined procedures.
- Can demonstrate confidence and resilience to overcome obstacles to deliver what is required.
- Is proactive, demonstrates initiative and able to work well with minimal supervision.
- Outstanding analytical and problem-solving abilities.