

Job Description | Hub Leader,

The Role

Department: Legal Support, Catastrophic Injury and Large Loss

Location: Birmingham

Role: Hub Leader

Contract: 12 Month Fixed Term Contract

The Team

To ensure the legal support team meet the demands of the firm and its clients. This role will be responsible for the successful delivery of a high-quality, client-focused legal support service, through the operational day-to-day management of Practice Assistants, Legal Services Assistants and Administrative Assistants; and will be the main point of contact for the allocated Hub services. They will work closely with all members of the team focusing on understanding the business and practice needs and work with the Legal Support Managers and fee earners to deliver appropriately excellent client focussed support services.

Key Responsibilities

People Management

- Manage individual performance of allocated support resources including regular progress meetings and annual appraisals
- Ensure the smooth induction of new starters and supporting Legal Support Managers in ensuring awareness and understanding of HR, department and client specific policies, procedures and information
- Act as a coach to develop the team to the highest standards
- Identify appropriate training to support personal development through feedback, performance management and continued assessment of training needs
- Pastoral care and wellbeing for the legal support team

Management of Support Services

- Manage legal support teams with a focus on service delivery and excellence; resolve issues relating to workflow, resource availability, working relationships, service delivery and HR matters

At Clyde & Co we view diversity as critical to the international nature of our business and have created a working environment where people from different backgrounds can thrive. It is the Firm's policy to treat all employees and job applicants fairly and equally regardless of their gender, gender identity, marital or civil partnership status, race, colour, national or ethnic origin, social or economic background, disability, religious belief, sexual orientation, or age.

Please consider the environment before printing this job description.

- Manage resource allocation following planned /unplanned absences to ensure service levels are maintained with a fair distribution of workload and cover
- Work closely with the Legal Support Managers to support wider group. Ensure full understanding of the groups aims and objectives
- Develop relationships and proactively manage services around agreed SLAs/KPIs, and ensure successful team management and workflow allocations
- Responsible for ensuring the prioritisation of work appropriately, balancing fee earning work and capacity, liaising with Legal Support Managers on peaks and troughs of activity
- Ensure all Practice Assistants, Legal Services Assistants and Administrative Assistants work proactively and collectively for the benefit of the business across their team and other teams as appropriate
- Identify head count issues to Legal Support Managers and work to create effective solutions and work-sharing
- Participate in the recruitment and selection process for team members
- Keep abreast of issues, anticipate changes in demand/regulatory changes and effect timely interventions to address the changes, working with Legal Support Managers and Heads to introduce these into the service
- Proactively and flexibly work with the other Hub Leaders and Legal Services Managers to improve the quality and efficiency of legal support services provided to the business, ensuring consistency of approach
- Participate in legal support team meetings
- Maintain appropriate statistics to fit the requirements of KPI/SLA report monitoring
- Approval of overtime
- Develop and manage the current services being provided as well as considering future changes in line with technology changes and the changing needs of our clients/the business, and liaise with Legal Support Managers on suggested adjustments
- Liaise with Legal Support Managers to co-ordinate desk allocations, moves and changes in conjunction with IT and Business Operations
- Ensuring high standards of service are consistently maintained and developed

Quality of Service

- Drive the delivery of exceptional client service, quality and consistency across team members and ensure processes are developed positively, with best practice shared across the hub and other hub colleagues
- Ensure full compliance by the legal teams of our policies and procedures (e.g. Compliance, ISO, Finance), engaging with central teams where appropriate
- Actively support and be a champion for department/firm initiatives, engaging with central teams where appropriate and driving implementation of changes
- Participate in department projects, adopting common project methodologies from initiation to completion and ensuring business requirements, objectives and anticipated benefits are understood and achieved
- Any other duties as required, commensurate with the level of the post

Essential Skills & Experience

- Excellent communication skills with the ability to quickly establish credible relationships at all levels
- Ability to balance conflicting priorities, be alert to potential problems and challenge working practices;
- Proactive and collaborative
- Confidential and discreet but able to redirect information when appropriate to ensure areas of concern are resolved efficiently and effectively
- Ability to work within and manage effective working processes excellent service delivery
- Ability to lead, motivate and develop people
- Attention to detail and the highest quality standards
- Resilient with the ability to manage or escalate difficult situations effectively and stay calm under pressure
- Good influencing skills
- Acts as a role model

- Customer service focused

Technical Skills

- Management traits and excellent communication skills
- Demonstrable suitability to work in a management role and an ability to communicate effectively at all levels
- Ability to build and maintain excellent working relationships with all staff levels
- Advanced Microsoft Office skills

The Firm

Clyde & Co is a leading global law firm, specialising in the sectors that underpin global trade and commercial activity, namely: insurance, transport, construction, energy, trade and commodities. It is globally integrated, offering a comprehensive range of contentious and non-contentious legal services and commercially-minded legal advice to businesses operating across the world. Clyde & Co is committed to operating in a responsible way. This means progressing towards a diverse and inclusive workforce that reflects the diversity of its communities and clients, using its legal skills to support its communities through pro bono work, volunteering and charitable partnerships, and minimising the impact it has on the environment. The firm has 480 partners, 2400 lawyers, 3200 legal professionals and 5000 people overall in over 60 offices and associated offices worldwide.

Our Values

Our values are the principles that guide the decisions we make, unite us in our endeavours and strengthen our delivery, for our clients and our firm. We:

- **Work as one** We are a globally connected team of talented people who act with a firm-first mentality to achieve success
- **Excel with clients** We aim high and challenge ourselves to deliver unique excellence for our clients, keeping them at the centre of everything we do
- **Celebrate difference** We help each other to be at our best and believe our differences result in greater achievement
- **Act boldly** We seek new opportunities, take action and learn as we go, recognising that curiosity drives our development and contributes to growth

Business Services Competencies

Clyde & Co is committed to providing extensive, personal and professional development opportunities for our people enabling them to be highly effective in their current role as well as assisting them to fulfil their career aspirations.

The competencies are used to inform all aspects of Business Services career development. They vary across levels and different business areas and fall under the following areas:



- Technical Excellence
- People and Team
- Client/Stakeholder Relationships
- Service Delivery and Commercial Awareness
- Personal Effectiveness

This is the job description as constituted at present; however the Firm reserves the right to reasonably amend it in accordance with the changing needs of the business.