

Job Description | Data Operative, LegalTech Services

Department: LegalTech Services

Location: London (Hybrid)

The Team

Legal technology (in particular eDiscovery, litigation/hearing support and due diligence/deal room software) provides our lawyers with a competitive edge in the data driven world we live in. Clyde & Co's LegalTech Services team (the **Team**) helps the firm's lawyers and clients leverage technology to work collaboratively and efficiently, for example, by helping our lawyers swiftly identify the facts and key issues in their matters from numerous documents/emails/etc. made available as part of legal disclosure exercises. The Team uses several sophisticated software solutions to assist our lawyers and clients with their legal review, disclosure and hearing preparation processes.

This is an exciting opportunity to join our global, innovative and expanding Team. You will focus primarily on the technical aspects of handling client matter data, and partner and collaborate with your colleagues in the Team to support their delivery of matters. If you are a motivated and problem-solving oriented individual – this firm, this Team and this industry is a fantastic place to be.

Our normal hours of work are 9:00 to 17:30 but it may be necessary to work additional hours, including weekends, on an ad-hoc basis, to ensure we fully meet our clients' needs and objectives.

Key Responsibilities

Matter Management & Time Recording

- Taking instruction from your colleagues within the global LegalTech Services Team you will adhering to the Team's processes, procedures and standards to provide to our legal teams and/or clients eDiscovery, document disclosure, data room and hearing preparation services including but not limited to:
 - Maintaining chain-of-custody records for client data transferred by virtual or physical delivery, along with management of physical media storage.
 - Maintenance of virtual/ physical processing machines to ensure bandwidth and performance are optimised for processing client data.

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.

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- Key liaison between IT and new case teams to identify and handle ingestion of new client data because of a merger or acquisition of another law firm or Partner into Clyde & Co.
- Responsible for upload and download of client data via various FTP platforms and providing access credentials to the permitted internal and external stakeholders.
- Run virus scanning software over client data and stage data in accordance with Team protocols.
- Partner with IT to support the maintenance of and/ or troubleshoot applications used by the Team.
- Process data and upload documents and/ or disclosures into software platforms.
- Managing access control of data through the administration of user accounts, and file/folder permission systems.
- Format and execute keyword searches in software platforms across client data.
- Compile, manipulate, export, and encrypt load files to ensure productions are in line with requested disclosure protocols.
- Create hyperlinked document bundles.
- Maintain Team, matter and billing information, ie processing logs, matter logs, issue logs etc.
- Efficiently and accurately record with clear and sufficient detail all your time spent on: billable matters to enable your work to be charged to clients promptly; and non-billable work.

Other

- Raising risk and/or quality control issues regarding client matter data and/or software platforms to the relevant Team members. For example, processing errors, corrupt data, platform outages, etc.
- Working with relevant Team members to pilot new legal technologies and, if pilots are successful, help with their implementation and deployment.
- Gathering client feedback and drawing insights from client satisfaction surveys.
- Delivering and/or arranging for vendors to deliver training on the use of legal technology software to legal teams and/or our clients.

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Essential Skills & Experience

- Comprehensive knowledge and hands on experience with the processing and handling of data within various legal technology platforms is essential.
- Thorough knowledge of load file productions is required; their composition, QC steps and ability to manipulate them where necessary.
- Proficiency in utilizing the Command Prompt for process optimization, coupled with a foundational understanding of programming languages such as SQL / EDP for pragmatic data handling is highly desirable.
- Proven experience in a law firm, eDiscovery or legal technology vendor is advantageous, along with experience using Relativity One, Nuix, HighQ Collaborate, SharePoint, PowerBI, Opus 2 or other eDiscovery / legal technology platforms.
- Ability to communicate effectively and diplomatically, both orally and in writing.
- Ability to demonstrate excellent organisational skills with an acute attention to detail.
- Ability to work effectively under pressure in time-sensitive situations and prioritise / manage multiple projects with competing deadlines.
- Experience troubleshooting software applications and communicating results.
- Ability to think creatively and critically, while being unafraid to ask questions. Driven to innovate and initiate changes to introduce new ideas.

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.

For more about the firm, its lawyers, offices and areas of expertise and for the latest industry thought leadership please visit www.clydeco.com

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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.

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