



Job Posting

Position: Research Department Manager
Status: Full-time, Permanent
Reports to: Chief Operating Officer / Director of Research
Last Updated: October 10, 2018

Summary

As a key member of the senior management team and working closely with the Director of Research and COO, the Research Department Manager will be responsible for leading the strategic and operational development of the department as well as supporting the professional growth of legal resources across the firm. Change management is a key element of this position.

As the successful candidate, the Research Department Manager will be skilled in the following competency areas: Innovation management; planning and project management; motivating others; and organizational agility.

Primarily, the Research Department Manager will be responsible for:

- Coordination of knowledge transfer: Identifying substantive learning needs and knowledge gaps across the organization and facilitating knowledge transfer. Developing tools and venues for knowledge acquisition and delivery. Exploring and integrating the use of AI tools.
- Business development/business data management: Working closely with the Marketing and Communication Manager to promote the Research Department's services, expertise, and content to both existing and potential clients. Coordinating the development of presentations, trainings, seminars, and short conferences. Packaging and marketing existing services and toolkits to our clients based on their identified sector and needs. Assisting with planning and executing programs and trainings for clients.
- Coordination of (new) industry and sector content and tool development: In collaboration with the Marketing and Communications Manager, leveraging all existing communication vehicles (such as newsletters and breakfast seminars) and spearheading the development of content and tools that target market growth within specific industries with the guidance of sector teams (e.g. education, aviation, etc.).
- Strategic oversight of workflow and legal resource management: Monitoring work assignments and maximizing the available skills and knowledge of researchers, research lawyers, associates, and articling students. Having a general understanding of the workload and capacity of each legal resource in order to ensure that work is properly assigned.
- Department team leadership: Reviewing Research Department data and developing learning plans with each member; coordinating team meetings as needed to communicate departmental and organizational updates. Being an active member of senior administration by contributing to the



broader strategic goals of the organization and ensuring seamless communication towards and within the Research Department.

- Training and development: Developing comprehensive onboarding protocols, orientation processes, and training programs for all legal resources, including acting as point of contact for lawyers as it relates to their learning. Developing a mentorship curriculum and coordinating educational events.

Qualifications

Education and experience

- A university degree in business administration, management, or other related discipline;
- Minimum five years' of work experience in a business management and/or operations capacity, professional services environment preferred.

Knowledge and skills

The ideal candidate should possess most or all of the following knowledge and skills:

- Strong analytical, problem-solving and decision-making skills to evaluate and assign work requests.
- Effective time management skills with an ability to multitask and prioritize.
- Detail-focused approach and the ability to produce high quality work within a fast-paced, dynamic environment.
- Excellent verbal and written communication skills in English and French, with strong client-facing communication and presentation skills.
- Committed to cultivating a culture of "service".
- Fluent with various types of software, including Microsoft Office.
- Able to perform under pressure and meet deadlines.

Working conditions

- Periodic weekend or evening work is expected.