Legal Operations Officer

**POSITION NUMBER** 0063423

**PROFESSIONAL CLASSIFICATION** UOM 8 - $119,742 - $129,607 per annum (pro rata for part-time)

**STANDARD/SALARY**

**SUPERANNUATION** Employer contribution of 17%

**WORKING HOURS** Part Time (0.6 FTE)

**BASIS OF EMPLOYMENT** Continuing

**HOW TO APPLY** Go to [http://about.unimelb.edu.au/careers](http://about.unimelb.edu.au/careers), under Current staff or Prospective staff, select the relevant option (‘Current Opportunities’ or ‘Jobs available to current staff’) and search for the position by title or number.

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*Please do not send your application to this contact*

For information about working for the University of Melbourne, visit our website: about.unimelb.edu.au/careers
ACKNOWLEDGEMENT OF COUNTRY

The University of Melbourne acknowledges the Traditional Owners of the unceded land on which we work, learn and live: the Wurundjeri Woi Wurrung and Bunurong peoples (Burnley, Fishermans Bend, Parkville, Southbank and Werribee campuses), the Yorta Yorta Nation (Dookie and Shepparton campuses), and the Dja Dja Wurrung people (Creswick campus).

The University also acknowledges and is grateful to the Traditional Owners, Elders and Knowledge Holders of all Indigenous nations and clans who have been instrumental in our reconciliation journey.

We recognise the unique place held by Aboriginal and Torres Strait Islander peoples as the original owners and custodians of the lands and waterways across the Australian continent, with histories of continuous connection dating back more than 60,000 years. We also acknowledge their enduring cultural practices of caring for Country.

We pay respect to Elders past, present and future, and acknowledge the importance of Indigenous knowledge in the Academy. As a community of researchers, teachers, professional staff and students we are privileged to work and learn every day with Indigenous colleagues and partners.

THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia’s premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University of Melbourne employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Find out more about the University’s strategy, ‘Advancing Melbourne’, at https://about.unimelb.edu.au/strategy/advancing-melbourne

CHIEF OPERATING OFFICER PORTFOLIO

The Chief Operating Officer (COO) Portfolio enables quality outcomes for students, staff and partners by delivering University-wide services and operational support to meet the organisation’s evolving needs and strategic goals. The portfolio also works in partnership with teams across the University to drive innovation, transformation and improved performance, within and across functions. It is responsible for functions relating to the University’s finances, property, technology, legal and risk management, student and academic support, research and innovation services, operational performance, business services and sustainability.
The COO Portfolio is comprised of seven sub-portfolios:

- Business Services
- Chief Finance Officer Group
- Legal and Risk
- Office of the COO
- Operational Performance Group
- Research, Innovation and Commercialisation
- Student and Scholarly Services

LEGAL AND RISK

Legal and Risk is a vibrant and dynamic business unit. We pride ourselves on our collegiate approach to working across teams, functions, faculties and disciplines, and touch all areas of the University’s operations. Our work is interesting, challenging and rewarding, with possibly the most diverse range of clients you’ll ever get an opportunity to work with in one organisation. The leadership team are champions of professional development and will support your growth in a way that suits you. We have a strong commitment to our values and behaviours, and we recognise and reward our peers when we see those behaviours being demonstrated. We have an inclusive culture that encourages participation in many regular and ad-hoc social and wellbeing activities.

EQUAL OPPORTUNITY, DIVERSITY AND INCLUSION

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion, and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the Advancing Melbourne strategy that addresses diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people’s age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to strive for excellence and reach the targets of Advancing Melbourne.
ABOUT THE ROLE

Position Purpose:
The Legal Operations Officer is a senior member of the Continuous Improvement team, focused on streamlining processes and creating efficiencies for the Legal & Risk Portfolio. The role works closely with the Continuous Improvement Lead in

a) ensuring the Legal Services team has access to best practice legal content to efficiently and effectively provide services to the University; and

b) providing clients with up to date and accessible tools and training so that low value, low risk legal matters can be effectively handled locally.

The role is integral in ensuring that the Legal Services team delivers on its promise to focus on high value work, by implementing pragmatic and cost-effective tools/training and practices to allow legal support to be ceased, outsourced or assist customers to locally deal with high volume, low value work.

The Legal Operations Officer could either have experience as a qualified lawyer or extensive experience in legal administration, knowledge management and/or technology. The Legal Operations Officer must have a strong interest in technology and a positive attitude to engaging and experimenting with new and existing systems. The Legal Operations Officer is required to manage multiple and complex projects concurrently, delivering consistent, high quality and responsive outcomes and continuous improvement for the Legal & Risk Portfolio and the broader University.

The Legal Operations Officer will work closely with each of the Legal Services clusters and will need to have exceptional interpersonal skills to build productive working relationships within the Legal & Risk team and with client groups across the University to ensure that new ways of working and new tools and initiatives can be implemented smoothly.

Reporting line: Continuous Improvement Lead
No. of direct reports: 0
No. of indirect reports: 0
Direct budget accountability: N/A

Key Dimensions and Responsibilities:
Task level: Significant
Organisational knowledge: Significant
Judgement: Significant
Operational context: University Wide
OH&S and compliance: All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at http://safety.unimelb.edu.au/topics/responsibilities/. Staff must comply with all relevant requirements under the University’s risk management framework including legislation, statutes, regulations and policies.

Core Accountabilities:

- **Knowledge Management**
  - Provide expert advice on the Legal Team’s complex knowledge portfolio and maintain the register of the Legal Team’s knowledge assets (e.g., precedents, advice library, templates, knowledge articles), including managing the knowledge lifecycle, e.g., ownership, review, and removal.
  - Lead the categorisation of the Portfolio’s knowledge assets, including through sophisticated metadata capture, to ensure knowledge can be easily accessed by the team and provide expert advice on preparing the knowledge portfolio for emerging AI tools.
  - Proactively investigate legal knowledge management solutions and support the deployment of legal knowledge management solutions for the Portfolio.
  - Actively promote the use of standardised templates and tools across the team.

- **Streamlining legal work**
  - Develop, implement and maintain client-facing legal templates and resources.
  - Proactively identify opportunities to streamline inefficiencies and improve contracting effectiveness and enable business self-service.
  - Develop, implement and maintain improved self-service options to standardise legal work packages and tools.

- **Data analytics and metrics**
  - Work closely with the Continuous Improvement Lead to manage data, develop and track performance metrics and report on legal team operations.
  - Proactively identify trends to drive improved use of data in legal leadership team decision making and provide expert advice to senior stakeholders in the Portfolio on best practice reporting.

- **Targeted Professional Training**
  - Work closely with the Continuous Improvement Lead to run the Legal & Risk Training Program, an advanced training program to provide targeted professional training for the Portfolio.
• Liaise with internal and external stakeholders, including senior partners from the University’s Legal Panel, to present targeted, engaging and informative training sessions for the Portfolio.

• Technology
  o Maintain awareness of current and emerging legal technology.
  o Develop a deep understanding of the University’s existing technology and optimise the Portfolio’s use of systems and tools.
  o Drive the adoption of new technology across the Portfolio.

• General
  o Participate as an active member within the Legal & Risk team promoting a culture of team and collaboration, with a clear focus on high performance best practice and excellence in service delivery, within and across each cluster to ensure best practice is shared and implemented proactively across the clusters where relevant and appropriate.
  o Build and maintain strong and productive ‘trusted adviser’ relationships with customers across the University and within Legal Services to build commitment to efficient and consistent legal practices.
  o Proactively network with other institutions, both within and beyond the University sector, to stay abreast of developments in legal technology and best practice in in-house legal operations and to position the University’s Legal Services team as a leader in this area.
  o Represent the Legal & Risk team, one team one goal ethos, such that its expertise and approach is consistently represented across the University.
  o Obtain 360 degrees feedback to ensure ongoing effective performance.

Selection Criteria:

Education/Qualifications
a) A minimum of three years postgraduate qualifications in relevant discipline (Law) (LLB) or significant experience in legal administration, knowledge/information management and/or legal technology.

b) Legal practising certificate or an equivalent combination of relevant experience and education/training.

c) Demonstrated experience in process efficiency within a legal context.

Knowledge and skills:
1. Demonstrate COO values by acting in the best interest of your employer; display service excellence by striving to deliver beyond expectations and taking ownership of the delivery; and value working collaboratively, connecting with people and building relationships in your workplace.

2. Proven expertise in project management skills and experience in the management of numerous contemporaneous projects.
3. Expert knowledge of the Office365 suite (in particular, SharePoint and Power Automate) and other legal operations systems for matter and document management.

4. Proven ability to proactively engage with new systems and identify opportunities to use technology to create efficiencies.

5. Experience with contract automation and construction of automated decision trees.

6. Expert knowledge of legal documents, including templates and standard agreements. Experience and expertise in provision of legal services (including contract drafting, review and negotiation) relating to precedents activity and general contract and commercial matters would be desirable.

7. Advanced understanding of legal concepts and their application within a university environment.

8. Strong focus and demonstrated track record in delivering exceptional client service.

9. Advanced stakeholder engagement skills with significant experience in building and maintaining effective working relationships at all levels of an organisation; and a demonstrated use of sound judgement and evidence-based advice to influence others and negotiate outcomes persuasively.

10. Demonstrated ability to work both independently and productively as part of a team, and to work collaboratively and flexibly with colleagues across a range of teams, with the ability to balance and prioritise tasks in a complex and fast-moving environment. Proven ability to understand University priorities and work with and manage ambiguity and make strategic decisions in the best interests of the client/organisation.

11. Ability to work to a high ethical standard ensuring professionalism and confidentiality at all times.

12. 

13. Excellent written and verbal communication skills and the ability to present information appropriately for a range of audiences.

14. Proactive inclination and aptitude to take initiative; agile, adaptable, responsive and flexible; and highly strategic and solutions oriented.

Other job related information:

- Occasional work outside of ordinary hours

Personal Attributes:

- Promoting a Business Partner approach to service delivery
- Engendering trust, confidence and building rapport
- Highly collaborative and team orientated
- Strong commitment to high performance, best practice and excellence in service delivery
- Agile, adaptable and flexible/willing to embrace new approaches
- Business mindset and sound judgement
- Highly strategic and solutions oriented
- Enthusiastic, energetic and self-starter
• Ability to work independently