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POSITION DESCRIPTION

Legal Technology Manager

Faculty/Division	Division of Planning & Assurance
Classification Level	Professional 8
Hours & Span (Category)	G - Administrative, Clerical, Computing, Professional & Research Staff
Position number	Click or tap here to enter text.
Shiftwork status	NOT SHIFTWORKER
Allowances	N/A
On call arrangements	N/A
Original document creation	18 October 2024

Position Summary

The Legal Technology Manager is responsible for supporting the design, configuration, implementation and roll out of a Contract Lifecycle Management (CLM) system to ensure Legal Operational excellence and efficiency. Under the supervision of the Project Lead – Legal Operations, and in partnership with the CLM Project Team, Legal Operations team, and broader Legal & Compliance team, the Legal Technology Manager will contribute to a program of operational reform in legal and ancillary services which will include maintenance of highly effective systems, processes and working relationships with relevant internal stakeholders.

The role reports to the Project Lead – Legal Operations and has two direct reports.

Accountabilities

Specific accountabilities for this role include:

- Execute the Legal & Compliance team's legal technology strategic vision, key objectives and operating goals including key projects, operational excellence programs, priorities, outcomes and metrics.
- Responsible for the day-to-day operation of the CLM system (post-project completion), matter management system, document management system, and other legal technology and automation tools, including training new users, fielding requests for guidance and support, troubleshooting issues, managing licence allocations, managing workflows and templates, and collating feedback for continuous improvement.

- Undertake incremental reviews and streamlining of cross-functional back-end processes and workflows to champion simplicity and maximise efficiency and effectiveness of legal and compliance services in alignment with stakeholder needs.
- Carry out data analytics including gathering data from systems, building dashboards and reports for reporting and analysis tools to create transparency, gain commercial insights, alignment of resources and to inform decision making.
- Drive vendor management through developing strong relationships for trouble shooting issues, rolling out system upgrades, managing licences and opportunities to scale platform usage, drawing on data and feedback.
- Create and maintain various documents including policies, procedures and training materials, that help our staff to understand and follow effective process and to ensure that our legal technology practices are consistent and reliable.
- Maintain an awareness of current and emerging legal technology and create a technology roadmap for Legal & Compliance and implement outcome as determined by the Legal & Compliance Leadership Team.
- Identify and lead high visibility front-end process innovation projects, including coordinating with suppliers and other stakeholders, and utilising change management techniques as necessary to ensure successful rollout and adoption of new technology and related working practices.
- Establish and maintain effective external working relationships to ensure operational reform progress is in line with market-leading strategies being adopted by peers, including building strong rapport and feedback loops.
- Align with and actively demonstrate the [UNSW Values in Action: Our Behaviours](#) and the [UNSW Code of Conduct](#).
- Cooperating with all health and safety (physical & psychosocial) policies and procedures of the University and committing to attending all required health and safety training.

Skills and Experience

- Relevant tertiary qualifications in law, project management, business or IT, or equivalent practical experience gained in law firms, in-house legal teams or alternative legal services, with an interest in AI, commercial contracts and legal operations.
- Tech-savvy and well-versed in legal enterprise software, tools, and applications, proficient in contract management, legal matter management and document management tools.
- Demonstrated success in delivering legal technology projects and/or have a high level of experience in program management, planning and organisational skills.
- Proficiency in data analytics using tools like Excel and/or Power BI, including the ability to analyse and interpret datasets to derive insights and trends.
- Strong skills in Microsoft 365, including Word, Excel, PowerPoint and SharePoint, and highly desirable to have skills in the Microsoft Power Platform.
- Sound knowledge and of and ability to utilise change management practices to facilitate transitions related to technology, processes and people.
- Demonstrated ability to develop practical and timely solutions to address client needs.
- Strong interpersonal skills, with the ability to develop and foster and influence relationships with team colleagues and with staff at all levels of the organisation.

- Ability to apply judgement, creativity and flexibility to generate new and innovative ideas and approaches and to solve complex problems.
- High level of attention to detail, an ability to organise and appropriately prioritise tasks, and to deliver work within tight timeframes.
- Strong written and verbal communication skills, strong analytical and problem-solving skills and a calm, considered approach.
- Collaborative and team orientated with proven ability to quickly establish and maintain a high level of personal and professional credibility at a senior level and with the Legal & Compliance team, while also having the ability to work independently and with initiative.
- An understanding of and commitment to UNSW's aims, objectives and values in action, together with relevant policies and guidelines.
- Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

About this document

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role. This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.