

MANAGER, CONFLICTS & RECORDS

Torys is a highly respected international business law firm with offices in Toronto, New York, Calgary, Montréal and Halifax. We work together to offer seamless cross-border services to our clients all over the world.

As a Torys employee, you will enjoy both an exciting, fast-paced work environment and a supportive, collegial and team-based culture. Our positions are best suited to individuals who take pride and ownership in their work and demonstrate exceptional client service in everything they do. At Torys, we take pride in our ability to attract and retain individuals who excel in their respective fields. We do this by providing stimulating work and learning and development opportunities, as well as a competitive compensation and benefits package.

POSITION OVERVIEW

Reporting to the Director, Risk Management, the Manager, Conflicts & Records, is responsible for the management, delivery and administration of the firm's Conflicts & Records support services provided to clients (internal and external). Working in collaboration with various stakeholders (lawyers, legal support and admin) the incumbent is also accountable for ensuring that Conflicts & Records processes, procedures and systems effectively support our clients.

KEY ACCOUNTABILITIES

Daily Operations

- Oversee the day-to-day operations of the Conflicts and Records department.
- Ensure equitable distribution of workload which includes prioritizing tasks for the team and ensuring the department is adequately staffed.
- In consultation with the Director, Risk Management, work with stakeholders to identify and make recommendations to optimize operational best practices and implement any policies, procedures and technical changes to the management of conflicts and records.

Conflicts

- Oversee the conflict checking process, ensure data integrity and the provision of accurate conflict reports.
- Monitor conflict search requests and triage to ensure efficient and effective use of resources.
- Identify technical problems as they may arise to determine the cause and resolution; escalate problems to Information Services and/or third party vendors.

Client/Matter Intake

- Ensure clients and matters are opened in an accurate and timely manner.
- Monitor requests and work with stakeholders (lawyers, legal support and admin) to ensure compliance with firm and legal regulatory requirements (e.g. Know Your Customer (KYC)).

Records/Information Governance Program

- Oversee the firm's records management program including tracking, retention, disposition and destruction.
- Manage and monitor the records management software database to ensure data integrity.
- Work with stakeholders (lawyers, legal support and admin) to manage electronic files. Identify unique requirements and develop processes and best practices for the retention of client and firm records. Collaborate with training specialists to continue implementation of document retention initiative.
- Liaise with legal professionals and/or assistants to assist with file transfers in the context of lawyers transferring law firms or otherwise.
- Review retention schedules, maintain awareness and keep current of emerging legal requirements governing the retention and destruction of files.
- Work with Director, Risk Management to identify files eligible for destruction. Work with vendors to manage and track the destruction process.

Software Upgrades & Projects

- Actively participate in the 3E (Financial System) project which includes testing and implementing conversions and upgrades to financial management and other software.
- Work with external vendors and consultants through all phases including:
 - evaluating and assessing new software to improve the delivery of programs;
 - participating in the RFP process;
 - reviewing and approving Statement of Work's, Software Requirements Specification's and quotes; and
 - collaborating with Information Services team and external vendors to identify data mapping specifications, user requirements, modifications to software design including customization of screen layouts and addition of new features to allow for optimal functionality.

Client/Vendor Engagement

- Manage the relationship with outside storage vendors. Negotiate storage and service costs, arrange for payment of invoices and track file destruction incentives.
- Act as the liaison to translate business requirements of the program and/or process and oversee the build and delivery of customized solutions or modifications to existing programs (e.g., Corpintake) which includes liaising with stakeholders (internal and external vendor).

Budget

- Establish expense and revenue (recoveries) budgets and monitor actuals against budgets raising any issues with firm management as required.

Team Engagement

- Provide direction, coaching and development support to direct reports.
- Participate in the recruitment process with HR.

ATTRIBUTES & EXPERIENCE

- Undergraduate education in Business, Information Management Program or equivalent experience to successfully complete the essential requirements of the role.
- Information Governance Professional certification (IGP), considered an asset.
- Minimum 5 + years of progressive experience in a Conflicts & Records Management role.
- Minimum 5-8 years of management experience, preferably in a professional services environment.
- Knowledge of the Law Society of Ontario Rules of Professional Conduct, By-Laws and Guidelines related to conflicts, onboarding new clients and records retention.
- Knowledge of sanctions lists.
- Knowledge of statutes and regulations governing the retention of records at the Federal and Provincial levels.
- Strong analytical skills with attention to detail.
- Strong project and time management skills and ability to manage a variety of concurrent projects.
- Ability to use discretion and good judgement.
- Strong client service orientation.
- Proven ability to establish and build trust-based working relationship with stakeholders.
- Strong leadership, relationship, collaboration and consultation skills; able to motivate and direct a team.

HOW TO APPLY:

*Interested candidates should forward their resume to Firm Admin Recruiting
(<mailto:firmadminrecruiting.com>).*

*We thank all applicants for their interest in Torys LLP; however only
candidates selected for an interview will be contacted*

TORYS

At Torys we are committed to diversity in the recruitment, retention and advancement of our people. We believe that diversity of backgrounds, experiences and perspectives enhances the quality of our work and enriches our lives. We are committed to fostering an inclusive and accessible work environment. Accommodations are available for applicants with disabilities. If you require accommodation at any time during the recruitment process, please contact [Ruth Hawkins](#), Manager, Human Resources.