

SENIOR MANAGER, LITIGATION SERVICE DELIVERY

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

The Senior Manager, Litigation Service Delivery is accountable for the delivery of litigation technology and law clerk services to the litigation department. Working in collaboration with our lawyers, law clerks and legal assistants the incumbent will develop and deploy the best combination of legal processes, project management and technology to deliver legal services to our clients in the most efficient manner possible while maintaining the firm's high quality standard.

KEY ACCOUNTABILITIES

Process and Technology Utilization

- Work with lawyers, law clerks and legal assistants to identify opportunities to better utilize existing technology (e.g. ACL, Relativity) and new technology (e.g. easy book of authorities) to do the heavy lifting associated with repetitive legal tasks (e.g. document review).
- Partner with third party vendors to test new litigation technological solutions. Assess, identify and make recommendations to implement new software/hardware and any other litigation related tools to support lawyers, law clerks and legal assistants. Negotiate terms of contract and oversee work performed by vendors to ensure they adhere to the terms and service level agreements.
- Maintain awareness of emerging technologies associated with legal analytics to enhance both business development opportunities and predictability of legal outcomes.
- Analyze current litigation processes and identify opportunities to reduce associate and law clerk time and effort associated with outcome. Identify tools designed to streamline complex litigation matters. Establish and implement best practices to be adopted across the litigation team to gain maximum efficiency.

Litigation Law Clerks

- Oversee the litigation law clerks and services provided to our lawyers and clients. Foster a collaborative, team-based environment that is committed to the highest levels of client service and operational excellence.
- Manage and monitor workload allocation and provide guidance and direction as needed.
- Responsible for the recruitment of litigation law clerks and integration into the firm. Develop training and mentoring programs for enhanced performance and utilization of law clerks.
- Participate in the annual performance management process and work with law clerks to set objectives that will further their development and firm and department goals.

Litigation Technology Services

- Oversee the litigation technology services provided to the litigation department by the LTS team. Work with the Manager, Litigation Service Delivery to set operational priorities and service level standards.

- Establish annual performance plans for staff and guide implementation as required.
- Provide direction on the utilization of appropriate technologies and vendors to engage in providing high level service to the litigation department.
- Establish expense and revenue (recoveries) budgets and monitor actuals against budgets raising any issues with firm management as required.

Workflow Analysis and Resource Utilization

- Identify the highest and best use of litigation assistants and law clerk resources. Ensure work is being performed by the right resource at the right level leveraging the best tools/technology available. Work with Human Resources and Professional Resources to embed these tasks within these roles.
- Analyze current litigation processes and identify opportunities to reduce associate and law clerk time. Assess current workflow and make recommendations to reduce duplication and redundant steps to streamline on a go forward basis.

Project Management

- Work with client managers to support the delivery of litigation legal services through the use of established project management tools and protocols.
- Engage with the partner in charge and/or client to define project scope and align client expectations with budget. Develop project plan, including phases, progress reporting and after matter review (i.e., be active in the lifecycle of the matter, not only the document production phase). Track all out of scope work and report to partner and or client as appropriate.
- Evaluate the key successes factors, document and communicate any learnings. Maintain a database of key findings for others to access for future matter management.

Knowledge Management Practice Support

- Work with the knowledge management team to identify knowledge sources (precedents, third party resources, search features) that will leverage the firm's intellectual capital and provide improved efficiency in the delivery of future litigation legal services.

ATTRIBUTES & EXPERIENCE

- In-depth knowledge of litigation methodologies, processes and technology gained through a minimum of 10 years' experience in the litigation department of a law firm in a management or law clerk capacity, or previous management experience in a professional services firm specializing in litigation technology services/solutions.
- Undergraduate education or equivalent experience to successfully complete the essential requirements of the role. Law degree is preferred.
- Strong aptitude for utilizing technology in improving speed, accuracy and efficiency of a process within a law firm or internal counsel environment.
- Expert knowledge of electronic discovery and the use of electronic evidence in the litigation process. Proficient in MS Office product suite.
- In-depth knowledge of legal markets and the legal professional landscape.
- Ability to communicate effectively orally and in writing to a broad range of audiences including to senior management, partners and clients.
- Strong project and time management skills and ability to manage a variety of concurrent projects.
- Strong strategic and analytical thinking skills.

TORYS

- Strong client service orientation combined with the ability to manage multiple client needs at the same time.
- Strong leadership, relationship, collaboration and consultation skills – able to motivate and direct a team.

HOW TO APPLY:

Please address your resume and cover letter, stating your salary expectations to Firm Admin Recruiting (firmadminrecruiting@torys.com).

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

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 [Jenny Tavares](#), Senior Manager, Human Resources.