

LEGAL OPERATIONS SPECIALIST

Job Level	4	Kornferry Function	15
Directorate	ISD	Function/Service	Legal
Direct Reports	None	Indirect Reports	None
Line Manager Title	Head of Legal	Budgetary Responsibility	0

Our Leadership Framework defines the leadership standards we want to see at the British Red Cross. It shows what great leadership looks like. Our goal is to create a great workplace and deliver excellent services to our users. [Our Leadership Framework - RedRoom](#), along with [Our values and behaviours - RedRoom](#) and Fundamental Principles, helps everyone understand how the leadership capabilities relate to their role and context.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness. You can read more about [Equity, Diversity & Inclusion \(EDI\) at the British Red Cross - RedRoom](#) here.

Role description:	
Purpose	The Legal Operations Specialist will shape and deliver the operational frameworks that enable the legal function to work efficiently, effectively and in full alignment with BRC's strategic priorities. This role exists to optimise the way legal services are delivered – leveraging data, technology and thoughtful process design to enhance performance while maintaining cost-effectiveness. With a strong focus on innovation and continuous improvement, the Legal Operations Specialist will analyse and streamline existing processes, develop and implement new tools, playbooks and systems, and use data-driven insights to improve service delivery. They will also champion the adoption of these new ways of working across BRC, applying a people-centred approach to ensure engagement, understanding and long-term behavioural change.
Key Responsibilities	Process design • Develop, implement and maintain workflows, processes and playbooks to improve the Legal Team's efficiency and to support self-service for simple legal tasks. • Develop legal template contracts and guidance notes for use in self-service workflows. • Lead process improvement projects, coordinating cross-departmental stakeholders and ensuring delivery on time, and within scope. • Foster a culture of ongoing improvement by regularly reviewing processes, soliciting feedback, and making iterative enhancements. • Ensure that process changes comply with legal, regulatory and organisational requirements, identifying and mitigating risks. • Maintain comprehensive documentation of processes, procedures, and improvement initiatives for reference, compliance and knowledge-sharing. • Understand and document data processes and how data is created and used by the Legal team.

	Legal technology & data enablement • Identify and implement technology solutions, including intake & request management, document automation, GenAI tools, and workflow systems to enhance legal service delivery. • Work with colleagues in the Technology directorate and with suppliers to configure tools and develop workflows and filing structures tailored to the Legal team's varied caseload. • Act as product owner and relationship lead between the Legal team and suppliers of Legal technology. • Train and support Legal colleagues in effective use of the tools. • Build reporting capability to provide insight into legal workload, spend, performance and risk trends. • Support the management of external legal counsel, including spend oversight, performance monitoring and pro bono strategy development. • Set and maintain data quality standards through establishing strong data collection requirements and processes. Internal Engagement • Engage key stakeholders, collaborating with lawyers, support staff, and business users, to gather feedback, understand requirements, and ensure alignment with organisational objectives. • Lead change initiatives by developing communication, training, and engagement plans that support successful adoption of new processes and tools. • Deliver training and support across the organisation, adapting communication methods to suit a diverse, UK-wide workforce. Strategic & Project Support • Work closely with the Head of Legal to design and implement strategic initiatives that improve the delivery of legal services. • Lead the change management elements of legal-related strategic projects, ensuring sustained adoption and measurable outcomes. • Administer and monitor the Legal team budget, creating reports and using data-driven insights to highlight efficiency opportunities and implement actions that reduce overall expenditure. The responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.
Know-how	Essential • Experience in legal operations or legal project management, with strong understanding of in-house legal functions, common legal workflows, and the range of technology solutions available. • Experience in process mapping, analysis and redesign, and an ability to translate process findings into actionable improvements with measurable outcomes. • Proven ability to manage complex projects end-to-end. • Experience in driving adoption of new tools or processes within a professional services or corporate environment, including designing and implementing a programme of internal engagement. • Excellent relationship management skills, building effective working relationships with a wide range of stakeholders at all levels of the organisation, with the ability to tailor approach depending on the skills and experience of the particular stakeholder. • Experience drafting template legal contracts and guidance notes.

	Desirable • An appropriate qualification (such as business administration, law, or project management) • Experience of leading workshops and training sessions for staff at all levels. • Experience of building intranet webpages using Microsoft SharePoint.
Additional Requirements	

Pre Engagement Checks Highlight bold as required	
DBS- England & Wales	None
PVG- Scotland	None
Access NI- Northern Ireland	None
Driver Check	No
<u>International Roles Only</u>	
International Police Check	No
International Driving Licence for manual cars	No

Role Reference		Review Date	
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We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.