

JOB DESCRIPTION

Job Title	Paralegal		
Reports to	Director, Business Operations		
Department			
Job Family	Business Services	Level	3

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial, and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

Executive Education designs and delivers world-class management and leadership development programmes, including a portfolio of over 125 Open and Custom programme titles delivered around the world.

Executive Education accounts for approximately 40% of the School's total revenue and is a key part of the School's future strategic and growth plans.

We work with global organisations to develop their brightest talent, from early career to boardroom level, and boost the skillsets and careers of our participants.

The Business Operations team forms a key part of Executive Education's success, providing integrated services to Executive Education in the areas of Legal, Commercial Finance and Analytics. The Business Operations team's aims are (i) to support seamless operations, (ii) to empower its team members and (iii) to provide best practice business partner advice to its internal and external customers.

Job Purpose

The Paralegal provides legal support and to Executive Education and its clients to ensure that timely and effective contracts are in place.

Key responsibilities include:

- Contracting support
- Compliance
- Analysis and reporting
- Collaboration and excellence in customer service
- Project and change Management
- Process improvement

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Delivery and Support

- Provide support across a range of different areas to deliver required services in line with defined processes, escalating queries or tasks as appropriate
- Assist Legal Department with requests from all stakeholders.
- Assist in the resolution of operational day-to-day issues referred from across the School, ensuring an efficient and first-class service is extended to all stakeholders.
- Design and develop materials and policy guidance, with supervision from more senior colleagues, for use in the provision of an efficient and effective business support service.
- Provide training to colleagues or stakeholders as required.
- Assist in the creation and maintenance of legal data base; process and update standard documentation.

Analysis and Reporting

- Review and update Management Handbook
- Liaise across the team and other departments to prepare reports that assist the development and delivery of legal services.

Compliance

- Assist Contract Manager to ensure compliance with policies and working practices in accordance with established procedure to identify and resolve actual/potential compliance issues and recommend appropriate action.

Contractor Management

- Review and where appropriate update standard documents for contractor engagement; ensure that contracts refer to key contractor policies and review and consolidate contractor policies in the LBS (London Business School) management handbook.

Collaboration

- Collaborate closely with team members and other departments across the School to enable cross department working, to raise the team's profile, and to drive consistency of approach/standards through the wider School, thereby enabling effective service delivery.

Open Programmes

- Manage the Open Programme process (from the legal perspective) and contracts and establish a data base for all contracts.

Project Management

- Plan and deliver a range of straightforward projects, and/or contribute to more complex projects with guidance from more senior colleagues, to ensure delivery against project time, cost and quality standards, and targets.

Process Improvement

- Monitor processes, systems, and practices within area of specialism, plan and carry out regular reviews to identify opportunities for improvement in light of changing needs, feedback and/or current best practice thinking; follow through on improvements once agreed.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues and follow through on new activities or actions brought about change to help support its successful implementation.

KPIs:

- Delivery of high-quality service
- Area/team compliance with necessary regulations/processes. Exceptions are appropriately managed.
- Production of high-quality reports, with the identification of trends and issues. contracts delivered within SLA's.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Customer service. Good feedback from internal (survey) and external (NPS) clients.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- This may be supported by a specialist legal qualification.
- May be working towards relevant professional qualification.
- Effective communication skills and the ability to break down technical issues and explain them in lay terms.
- Experience of using software related to own area of specialism to extract, analyse, and report on data.
- Good project management skills.
- Excellent organisational skills and meticulous attention to detail.
- Strong analytical and problem-solving skills.
- Positive experience of working within a customer-services orientated environment.
- Budget management experience