

# POSITION DESCRIPTION

## Manager, Global Experience Management

<b>Position Title</b>	Manager, Global Experience Management
<b>Department</b>	Business Development
<b>Position Type</b>	Full Time - Permanent

### Role Summary

We are looking for a Manager, Global Experience Management to join our highly-regarded team at Baker & McKenzie Global Services, Belfast.

Baker & McKenzie is establishing a centralised Global Experience Management Function to be led out of the Belfast office. This team will align with existing matter administration professionals and lawyers around the world to create a global centre of excellence for collecting, analysing and communicating Baker & McKenzie's work experience.

Key stakeholders for the group include Lawyers, Business Development, Marketing and Communications teams, Operations, Knowledge and Talent Management.

The new team will be responsible for collecting, warehousing and providing access to high quality information and insight on the Firm's experience across all of its Practice and Industry groups.

Reporting to the Director of Global Marketing, this role is a key appointment within the Global Business Development team and requires the successful applicant to work across a diverse group of colleagues and functions to define and lead a major change initiative for the Firm.

We are looking for someone to join the team who has a very strong work ethic and a genuine interest in working for a law firm.

**Competitive Salary and Benefits.**

### The Firm

Baker & McKenzie is a truly global law firm. We have more offices in more locations than any other law firm and most of our work has an international dimension. With 12,000 people in 47 countries, few other firms can claim to be so multi-national.

Yet big does not mean impersonal. One of the things you'll notice about Baker & McKenzie is our culture. We call it Fluency, which describes how we work, think and behave when we are at our best. Every person in the firm is measured not just on the basis of how they perform but how they perform in this culture.

And, because we have no global head office, at the local level we can offer you the best of both worlds: the work, pride and experience of being part of one of the world's leading law firms but in a local office environment that is friendly and supportive. No matter what the role or level, our strategy is to encourage and support every Baker & McKenzie person to fulfil their potential.

Our Belfast office is a centre of excellence and focuses on providing high quality legal services to the Firm's clients around the world, and business and administrative services to our many offices and practice groups.

### Responsibilities

#### Responsibilities:

- Lead the global team that collates and provides access to information about our work for clients.
- Provide high quality information and insight into firm experience to support new business opportunities
- Develop and report on information about our global deal pipeline
- Manage deal support teams in Belfast and Manila.
- Work as part of the Global Business Development community to establish the Global Experience Management function.
- Work with existing teams on global alignment of the deal collection process.
- Lead the review and implementation of improvements to the existing Credentials Repository.
- Explore opportunities for alternative technology platforms to improve quality, efficiency and end-user access to information.
- Provision of metrics relating to experience management.

### Job Holder Requirements

#### Essential Criteria:

- Bachelor's or Masters Degree in a Business, Law, Economics, Finance or related disciplines.
- 3+ years experience of Knowledge Management, Business Development and/or Marketing within a professional services firm
- Proficiency in MS Word, Excel, PowerPoint, Outlook, Sharepoint

#### Technical & Personal Skills:

- Change Management and continuous improvement
- Data analysis
- First class stakeholder communication, both verbal and written
- Process re-design and implementation
- Client service orientation
- Scrupulous attention to detail
- International outlook and experience
- Ability to manage multiple projects simultaneously and prioritise work effectively
- Mature and credible - builds effective relationships with, and commands the respect of, colleagues
- Responsive and willing to work flexibly across time zones

*Baker & McKenzie Global Services Belfast is committed to promoting diversity and inclusion for all. This is intrinsic to everything we do and underpins Baker & McKenzie's vision to be the premier global law firm. This vision cannot be achieved without harnessing the imagination and the creative problem-solving capability of talented people whatever their background. Our unique international culture is reflected in the drawing together of a worldwide family of individuals from diverse cultures and backgrounds in all of our offices.*

*The Belfast office mirrors the wider firm in encouraging the best people, regardless of race, religion or belief if any, gender, gender identity, disability, sexual orientation or age, to fulfil their professional aspirations with us so as to create an exciting and diverse legal environment.*