

Title: Digital Change and Adoption Manager

Department: Information Technology

Reporting to: Head of Legal Technology



ROLE OVERVIEW

Fladgate is a leading UK-based law firm focused across the Corporate, Dispute Resolution, Real Estate and Funds, Finance and Regulation practices. The firm has a turnover of approximately £88m with over 390 people, all operating from a single office based in Covent Garden, London.

As the firm enters the second year of an ambitious three-year growth strategy, technology is at the heart of our vision for innovation, efficiency, and client service excellence. This newly created role is pivotal in supporting our strategic objectives by driving technology adoption, enhancing digital capabilities, and embedding a culture of continuous learning across the firm.

This role is not a traditional training role and has evolved to lead the transformation in how our people engage with technology. Its primary focus will be designing and delivering dynamic, modern learning experiences and change interventions that support our strategy to drive efficiencies in our business through technology.

Working closely with our technology, business services and legal teams, you will develop and implement a strategic change and adoption programme aligned with newly onboarded technologies. Your mission will be to empower staff at all levels to embrace change, maximise the value of our digital tools, and contribute to a more agile, tech-enabled firm.

The role will also need to support the transition of training responsibilities to business experts and assisting during the handover period.

Role Responsibilities

- Define the change and adoption approach for Fladgate's technology initiatives.
- Design and deliver engaging, multi-format training initiatives (e.g. interactive workshops, e-learning modules, video tutorials, one-to-one coaching) to support the effective use of firm-wide IT systems and communication tools, with a focus on driving adoption and confidence.
- Embed learning through proactive follow-ups, offering post-training support, gathering feedback, and addressing any ongoing queries to ensure knowledge retention and practical application.
- Create and maintain high-quality, accessible training resources, including digital guides, short-form

videos, and interactive content, tailored to different learning styles and business needs.

- Work with practice leaders to equip them to lead change projects, addressing barriers to adoption, including digital confidence, change resistance, or inconsistent use of systems and processes to drive the adoption of new technologies and working practices
- Evaluate existing systems, current processes, and usage data to identify opportunities for improvement, and design targeted change management strategies and plans that support increased usage, successful onboarding and adoption of new technology, and cultural transformation.
- Lead change champion communities across the firm to ensure local, department-level support for training and adoption throughout and beyond the change process.
- Through the use of KPI's conduct regular training needs analyses across all levels of the firm to identify skills gaps, inform training plans, and support continuous professional development.
- Contribute to departmental and product specific user groups, gathering insights and feedback to shape training strategies and support successful technology rollouts
- Input into the induction programme for new joiners, ensuring it reflects current technologies and working practices. Continuously review and evolve the programme to ensure it supports a smooth onboarding experience and aligns with the firm's digital strategy.
- Oversee the firm's SharePoint based Learning Management System (LMS), ensuring content is current, relevant, dynamic and engaging that the training calendar is kept up to date to include all training taking place across the firm. Promote the LMS as a central hub for digital learning and self-service training.
- Deliver tailored training to departments and practice groups, adapting content to reflect specific use cases, workflows, tools, and client service requirements.
- Champion innovative training methods, including microlearning, gamification, and blended learning, to enhance engagement and effectiveness.
- Maintain a visible and approachable presence across the firm, building strong relationships and acting as a trusted advisor on digital skills and adoption.

TECHNICAL SKILLS AND EXPERIENCE

- **Legal Applications:** Solid understanding of commonly used legal software such as document management systems (e.g. iManage), time recording tools, case management systems, and digital dictation platforms.
- **Office 365 Ecosystem:** Strong proficiency in Office 365, including Outlook, Teams, SharePoint, OneDrive, and Exchange Online, with the ability to train users on best practices and drive adoption across the suite.
- **Change Management:** Understanding of change management principles and experience supporting users through technology transitions.
- **Learning Management Systems (LMS):** Experience managing and curating dynamic content within an LMS, with a focus on user engagement, accessibility, and reporting.
- **Content Creation Tools:** Proficiency in creating engaging training content using tools such as Camtasia, Adobe Captivate, or Microsoft Stream.
- **Data-Driven Training:** Ability to use analytics (e.g. LMS reports, helpdesk trends, user feedback) to identify training needs, measure impact, and continuously improve learning programmes.
- **Blended Learning Delivery:** Skilled in delivering training through a mix of in-person sessions, virtual classrooms, microlearning, and self-paced resources.

PERSON SPECIFICATION

- Proven experience in change training and digital adoption, ideally within the legal or professional services sector, with a strong track record of delivering impactful learning programmes that support business transformation.
- Have a user-centric mindset with a strong focus on user experience, accessibility, and tailoring training to different roles, departments, and learning styles
- Strong stakeholder engagement skills, with the ability to build trusted relationships across all levels of the firm, influence decision-making, and act as a credible advisor on technology adoption.
- Proactive, strategic thinker who takes ownership, anticipates future needs, and contributes to the firm's digital evolution through innovative learning solutions.
- Excellent planning and organisational skills, with the ability to manage multiple projects, prioritise effectively, and deliver high-quality outcomes in a fast-paced environment.
- Exceptional communication skills, both written and verbal, with the ability to translate complex technical concepts into clear, user-friendly guidance.
- Detail-oriented and quality-driven, ensuring accuracy and consistency across all training materials and communications.
- Creative and solutions-focused, bringing fresh ideas to learning design, user engagement, and change management.
- Confident, approachable, and empathetic, with a passion for helping others succeed and a commitment to fostering a positive learning culture.
- Professional, collaborative, and 'can-do' attitude, aligned with the firm's values and growth ambitions.



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About Us

BENEFITS

We reward our staff for their continued commitment to the success of this Firm with a comprehensive range of benefits. Fladgate have also adopted a hybrid model of both office-based and home working which is a discretionary benefit depending on the role and responsibilities.

ON JOINING

- Life assurance scheme – 5x annual salary (non-contributory)
- Annual holiday entitlement – 26 days per calendar year (full time)
- Flexible holiday scheme – buy up to five days extra holiday per annum
- Staff introduction bonus – £1,000 - 5,000 depending on vacant role
- Personal training/yoga – free weekly sessions
- Free online GP service – 24/7 video GP consultations

AFTER 2 MONTHS

- Group personal pension plan of 4% - 5% employer contributions
- Matching employee contributions of 4% - 5% (automatically enrolled)
- Processed via salary sacrifice 50% of employer NI savings added to contribution

AFTER 3 MONTHS

- Company sick pay scheme
- Group income protection
- Season ticket loan
- Private Dental Plan – payable through monthly payroll
- Gym membership scheme – interest free gym membership loan
- Eye test vouchers – every two years

AFTER 6 MONTHS

- Private medical insurance (PMI) for employee cover is employer-paid, however additional family cover is employee-paid

At Fladgate, we recognise the importance of an agile approach, not only in the way we work with our clients, but our employees also. Hybrid working at Fladgate varies depending on your role and responsibilities. As a general rule, for those who can work from home and have roles compatible with home working, we operate a hybrid pattern of two days remote working and three days office based.



Our aim

To create a culture where our people can thrive and feel supported at work. As such, the Firm's approach to parental leave is designed to ensure that anyone who is a parent or is expecting to be a parent has a positive experience prior to parental leave, during their parental leave and upon their return to work whichever type of leave they decide to take.

Our parental leave policies* cover:

Maternity – We offer both statutory maternity pay (SMP) and enhanced maternity pay (EMP), subject to eligibility*. If eligible, EMP provides 100% of your salary in weeks 1-16 and 50% of your salary in weeks 17-28. Weeks 29-39 are at the government set rate (or 90% of salary, whichever is lower). In order to receive EMP, you must undertake to remain continuously employed by the Firm and to return to work for a period of at least six months from the date of your return to work before providing notice of resignation*.

Paternity – We offer enhanced paternity pay (EPP) as full basic pay for up to three weeks*.

Shared Parental Leave – SPL allows parents to take up to 50 weeks' shared leave in total following the birth or adoption of a child*.

Adoption and Surrogacy*

Ordinary Parental Leave – Allowing up to 18 weeks unpaid leave for employees who have parental responsibility for a child / children*.

* Full details can be found in our staff handbook, which will be provided upon offer of employment.





Our focus

We know that to achieve our inclusion and diversity objectives we need to focus on a number of areas:

Developing a diverse leadership – We have a mix of different ethnicity and genders on our leadership groups. We are working hard to improve the gender balance of our partner team and we are striving for 30% female representation by 2025.

Attracting a diverse workforce – This means adopting a properly personal approach when connecting with those interested in joining our team including: ensuring fairness in our processes; working with those, like recruiters, who help us in this; a commitment that you will always meet male and female talent in our recruitment interviews.

Engaging with everyone in our team to ensure they are heard, supported and understood. Encourage everyone to develop their own voice in shaping our culture, their future and our service to clients. That might be working flexibly or that might be a specific career programme - everyone needs different things at different times.

Helping all our people in all roles to achieve their full potential. We provide training, coaching, internal mentors and buddies, whatever works for each individual and their own personal development path.



“As the I&D Partner Lead of the Firm, I am acutely aware that our vision and values are built around the word ‘personal’. We are a people business dependent on brilliant client relationships. Inclusion and diversity objectives are therefore not ‘soft’ business aspirations, they are fundamental to our success”

Helen Curtis-Goulding
I&D Partner Lead

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I&D at Fladgate

WELLBEING

The Firm recognises the importance of the health and wellbeing of all our people and that it can play a part in promoting an environment which allows everyone to flourish and reach their full potential.



- Bupa private medical insurance (optional benefit to join after six months' service)
- Optional dental insurance
- Eye care vouchers
- Flu jab vouchers
- Weekly personal (group) training or yoga sessions
- Gym membership and fitness activity discounts
- Cycle to work scheme
- Menopause care via Stella app



PHYSICAL HEALTH

- Employee Assistance Programme (EAP), available 24/7 and 365 days a year
- Counselling and CBT sessions available via the EAP
- Annual holiday entitlement and flexible holiday scheme, with the opportunity to buy up to an additional weeks' holiday
- Resilience and stress management training
- Mental health awareness talks and training sessions
- The option to mix office-based and home working as a regular pattern of your working week



MENTAL HEALTH

- Group personal pension and group income protection scheme
- Life assurance (5x annual salary) scheme
- Season ticket loans
- Fee-earner bonus scheme
- Client introduction bonus scheme
- Recruitment bonus
- Access to everyday lifestyle discounts, via the Vivup app
- Financial management workshops inc. mortgage and pension management



FINANCIAL HEALTH

- Sports and social events, organised by our Sports & Social Committee throughout the year inc. summer and winter parties, bowling nights and quizzes
- CSR committee and fundraising activities
- Flexible working policy
- Loyalty holiday bonus, rewarding long service
- PRIME work experience opportunities
- Student mentoring for LPC and GDL students at the University of Law



SOCIAL & CSR