

Title: Head of Enterprise Systems and Data
Department: Information Technology
Reporting to: Director of Technology and Innovation



ROLE SPECIFICATION

The IT Department

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 £75m with over 350 people, all operating from a single office based in Covent Garden, London.

The firm is embarking on an exciting and ambitious three-year growth strategy, with technology playing a fundamental role in achieving our goals. We are seeking a dynamic and hands-on leader for a newly created role within our Information Technology department. The successful candidate will be responsible for building and leading a new team, setting an example through their expertise and experience.

Role Accountabilities

- **Strategic Planning:** Develop and execute a comprehensive enterprise business systems technology aligned with the organisation's objectives.
- **Technology Leadership:** Working with key stakeholders in identifying and implementing technologies that streamline processes, providing advice and experience on best practices.
- **Business Engagement:** Collaborate with senior leadership, business and legal professionals to ensure technology systems meet the needs of all stakeholders.
- **Budget Oversight:** Manage the legal technology budget, ensuring cost-effective solutions and maximising return on investment.
- **Team Leadership:** Lead and mentor the team, fostering a culture of continuous improvement, collaboration, and professional development.
- **Vendor Management:** Manage relationships with external vendors and service providers, ensuring quality and cost-effective solutions, negotiating contracts and ensuring service level agreements are met.

Role Responsibilities

- Overseeing the management and lifecycle of enterprise business systems, working closely with the wider IT team to ensure the delivery of seamless IT operations.
- Actively engage with business stakeholders to develop an end-to-end vision for enterprise business systems, ensuring processes and data flow between systems in a joined-up way.
- Mapping and documenting as-is and to-be processes with the ability to communicate these across different stakeholder groups.
- Responsible for the architecture and governance of the firm's data. Work closely with stakeholders across the firm to identify issues and use data to propose solutions and drive effective decision making.
- Lead IT projects from inception to completion, ensuring they are delivered on time, within scope, and within budget.
- Ensure all IT systems comply with relevant laws and regulations, maintaining accurate documentation.
- Helping the firm maximise its existing technology investments through training with a focus on process and benefits, which will help to drive adoption and deliver the return of investment.
- Stay abreast of industry trends and advancements in legal technology, leveraging new developments to maintain a competitive edge and drive innovation.
- Maintain and improve the security of technology systems in line with the firm's policies.

EXPERIENCE

- Proven experience in a similar role within a law firm.
- Deep understanding of the processes relating to running a law firm, with extensive experience in engaging with finance, compliance, marketing and HR professionals and understand their language.
- Experience in identifying opportunities and developing persuasive business cases for technology investments.
- Experience with the implementation and management of legal enterprise systems in most of the following areas:
 - Finance systems, preferably Aderant, and reporting tools
 - Compliance and AML technology, including Intapp Intake & Compliance
 - Marketing and BD systems, including CRM and pitch creation tools
 - HR systems
 - Data management, visualization and analysis platforms and tools
- Experience in project management and leading cross-functional teams.
- Experience with budget management and strategic planning.
- Experience in supplier and contract management.

PERSON SPECIFICATION

The ideal candidate will have:

- Structured organisation and project management skills with the ability to manage complex workloads and projects while understanding the business's priorities and managing your own time.
- Excellent communication and relationship management skills with the ability to communicate effectively at all levels, including across departments, with clients, and external suppliers.
- Engaging with diversity of thought, recognising contributions and concerns from members of the team and stakeholder across the firm.
- Strong analytical skills with experience interpreting business objectives and helping create clear IT requirements.
- Flexible working approach, being open and responsive to changing circumstances.
- Actively contributes to the team and strives to improve the team's effectiveness through personal commitment.



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 and 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

[Click here](#)

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