

Title: Knowledge Solutions Manager

fladgate  
unlimited  
partnership

## ROLE SPECIFICATION

### **Role/Responsibilities**

As the sole Knowledge Solutions Manager for the firm, you will be expected to manage, coordinate and develop the firm's knowledge provision, including a wide variety of third-party online resources and knowledge systems. In addition, you will help to manage the firm's programme of current awareness and horizon scanning as well as undertaking research.

You will be responsible for developing and improving our information infrastructure (including the Intranet) to enable easy access to the resources by those who need them.

Your role will include working with the Training Partners, Professional Support Lawyers and our Business Development team to help them provide the resources they need to enable the firm to deliver the best possible service to clients.

You will also work with the Director of Technology and Innovation to identify and help to implement legal resource technology such as document automation, business analysis and project capability.

Responsibilities will include:

- Curate and maintain both hard and electronic resources for the firm
- Manage the Knowledge Resources budget
- Negotiate with providers of online subscription services to ensure that the practice groups' current awareness needs are met and that the firm obtains the best possible price for its subscriptions
- Review and assess the quality of third-party legal resources and advise training Partners and Professional Support Lawyers on which resources best suit the needs of the firm
- Undertake legal and business research to provide support to and work with the PSLs and the Marketing Department with client matters and business development activities including showcasing our expertise to intermediaries, existing and potential clients
- Build a strong network with staff at all levels across the firm to understand the work undertaken by the firm and to advise and encourage the sharing and use of knowledge
- Help to develop the information infrastructure (particularly on the Intranet) to enable easy access to knowledge resources
- Work with the PSLs to harvest know-how within specific practice and sector groups
- Raise awareness and deliver training on knowledge and information resources
- Liaise with and support the practice groups Professional Support Lawyers, the Business Development team as well as IT to support and develop IT knowledge projects
- Work with the Technology and Innovation Director to identify, review, trial and implement new legal technology and innovations that support the Knowledge function, the fee earners and ultimately our clients

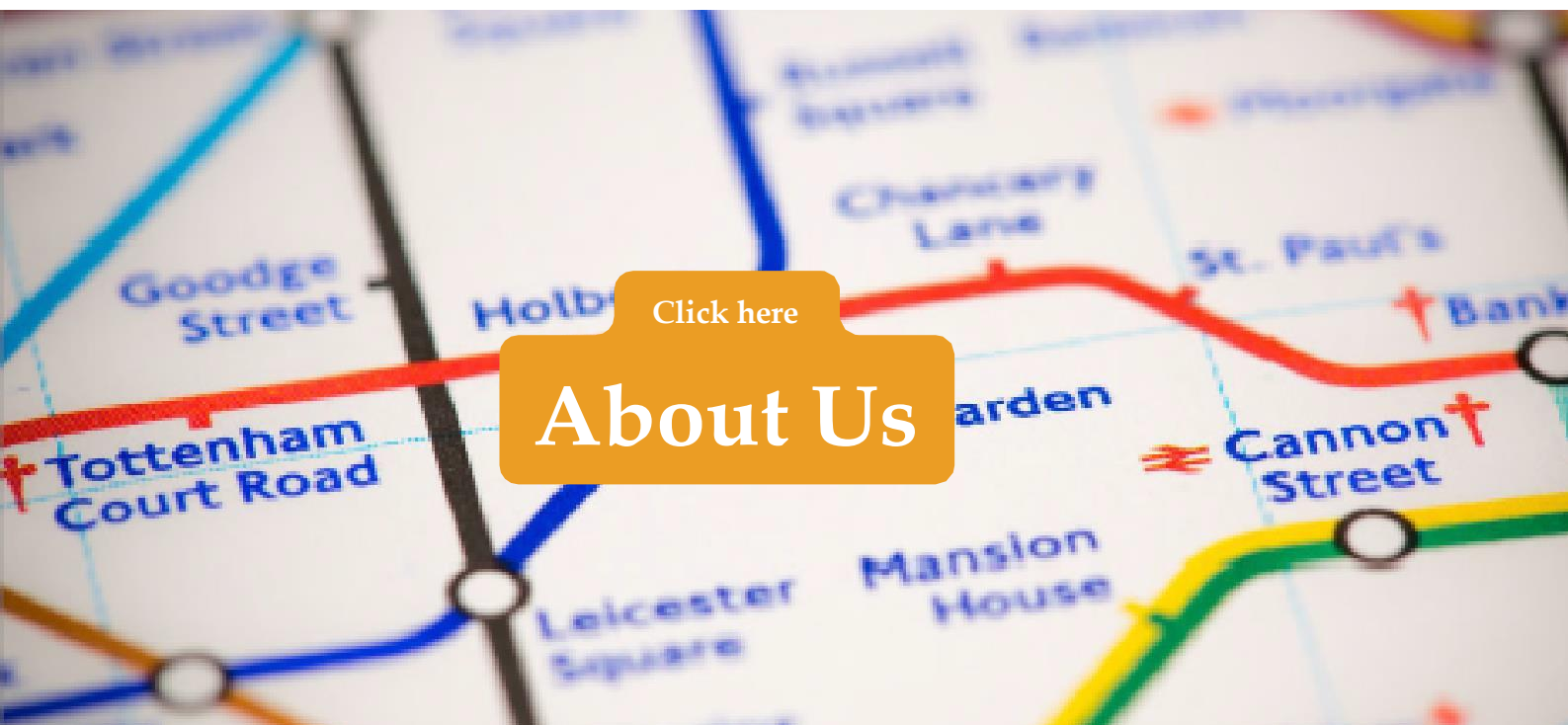
## PERSON SPECIFICATION

Our ideal candidate will possess most of the following attributes:

- Been educated to degree level or equivalent in law, Information Science, Information Management or a related discipline
- Previous experience gained from a law firm
- Possess the ability to develop a good understanding of the work of the legal practice areas to appreciate internal clients' information needs
- Confidence and familiarity with undertaking online research
- Confidence in assessing online tools
- The ability to manage competing workloads and to meet deadlines
- Good time management, planning and organisational skills, a methodical approach and a keen eye for detail
- An ability to work using own initiative and as a team member

This role covers a support period of 9:30am to 5:30pm.

You will be an assured communicator, with a positive work ethic and ability to build good relationships across the board. We are looking for an individual who presents themselves with professionalism and who will inspire the confidence of others.



## 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

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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