



Ogier Briefing Document

Overview

Ogier is one of the world's leading providers of offshore legal and fiduciary services with a presence in the British Virgin Islands, Cayman Islands, Guernsey, Jersey, Hong Kong, Ireland, London, Montevideo and an associated trust company in New Zealand.

We have long established relationships with many of the world's leading international financial institutions, professional advisors and regulatory bodies, are consistently highly rated in independent research studies and regularly lead offshore league tables.

We offer clients the strength in depth to handle the largest, most demanding and complex offshore transactions and we pride ourselves on being able to provide expert, efficient, and cost effective legal and fiduciary services across all time zones.

We also recognise that our business is a people business and we invest substantially in recruiting, training and retaining the best people to ensure that our clients have access to the highest quality offshore legal and fiduciary advice. Many of lawyers joined from leading City of London and US based firms and bring a wealth of international knowledge and experience in their respective areas.

Top Offshore Law Firm - Alpha Awards 2007

Offshore Law Firm of the Year - The Lawyer Awards 2007

Jersey Law Firm of the Year - Who's Who Legal Awards 2007

Offshore Law Firm of the Year - Citywealth Magic Circle Awards 2007

Values

At Ogier we have designed a set of values that define what clients expect from us. These are:

Quality: We consistently deliver the right individual solution to exceed the standards of performance our clients expect in a timely efficient manner.

Strength: We are able to deliver the very best offshore solutions because we can select and utilise the most appropriate jurisdiction from our extensive global network.

Partnership: We have an open approach to everything we do. We share intelligence across borders and across functions to achieve our shared goals. We build and nurture strong relationships with our clients, colleagues and suppliers.

Energy: We use drive and determination to be the best in all areas of business in which we operate.

Innovation: We continuously seek new and creative ways to maintain our leadership and improve business delivery, ensuring a high standard of quality, efficiency and speed.

Intelligence: We draw on our expertise to understand client requirements. We learn from them and anticipate future needs.

Team

Knowledge Management

This position will be based in the group's Knowledge Management team - although the person will work extensively with the Business Development and Marketing team and the Strategy Board as necessary.

The role of the Knowledge Management is essentially to:

- Maintain accurate, comprehensive and standard formatted set of legal, fiduciary and group services precedents – on an easily accessible database.
- Provide pro-active support for the legal, fiduciary and group services teams to ensure the commercial value of KM is realised.
- To provide analysis and insight into Ogier's current market position relative to our competitors
- To provide research on key market / geographic opportunities as relevant (often in support of strategic initiatives)
- Leverage the investment in KM function to help position Ogier with key client organisations, competitive differentiation and thought leadership positioning.
- To provide an effective Library Services function – covering both traditional and on-line resources for legal, fiduciary and group services – across all jurisdictions.
- To develop and circulate timely and effective 'know how' across the group – particularly in relation to cross jurisdiction 'know how'

The Role:

Job Title: KM Assistant Manager, Group OFS
Group: Knowledge Management
Reports to: Group Head of Knowledge Management

Position purpose

The KM Assistant Manager, Group OFS has responsibility for the provision of knowledge management support to Ogier Fiduciary Services across all jurisdictions.

The KM Assistant Manager, Group OFS is expected to assist with a variety of Group KM projects in relation to OFS precedents and procedures, know how and current awareness, including the updating of OFS KM content for the intranet and the collation and profiling of content for the KM database.

Relationships and delegations

Reports to: Group Head of Knowledge Management

Responsible for: Coordination and provision of OFS knowledge management support across all offices and administration and updating of OFS KM intranet content.

Responsibilities**1 Knowledge Management**

- 1.1 Ensuring OFS Knowledge Management materials and information on the Group intranet are accurate and up to date and liaising with Business Development and Group KM on the structure and development of the OFS KM segment.
- 1.2 Ensuring that all content on the OFS KM pages is accessible across the Group unless specifically restricted.
- 1.3 Working closely with OFS Associate Directors and the Group KM Projects Manager to coordinate the development, review and updating of OFS Group precedents and procedures across all jurisdictions.
- 1.4 Developing internal processes and procedures for OFS KM content management, in consultation with the rest of the Group KM team.
- 1.5 Assisting in the development, introduction and monitoring of Service Level Agreements and Key Performance Indicators for the OFS KM system.

- 1.6 Attending quarterly OFS KM engagement meetings with the CEO of Group OFS and the Group Head of KM to review progress and agree priorities for the next period.
- 1.7 Meeting with the Group Head of KM in person or by teleconference on a regular basis to review progress and agree objectives for the next period.
- 1.8 Attending regular KM team 'catch up' meetings in person or by teleconference. Liaising with Group KM and local KM staff in other jurisdictions on an ad hoc basis as necessary.

2 Training

- 2.1 Organising and delivering training for new joiners across the Group on the use of the OFS KM system, library and intranet pages and liaising with KM staff in other offices on delivery of refresher training.
- 2.2 Working with the Group KM team on the development of KM training and orientation materials for new joiners and refresher training packages.

3 Enquiries

- 3.1 Answering enquiries using a mixture of online services or hard copy materials.

Skills and experience

The KM Assistant Manager, Group OFS should be educated to at least A level standard, preferably to undergraduate level and should have previous relevant work experience in the fiduciary, legal or commercial sector.

The KM Assistant Manager should be IT literate in the standard MS Office packages. Familiarity with knowledge management systems or databases in general is desirable. Experience of intranet content administration is also desirable. .

The KM Assistant Manager should also:

- Be self motivated and able to work with minimal supervision;
- Be effective, pragmatic and action-oriented;
- Be adaptable and flexible in approach;
- Be well organised, methodical and be able to organise their time effectively.
- Have excellent written and oral communication skills, and be able to clearly and accurately convey information and ideas, using a style and manner of presentation which meets the needs of the audience;
- Display good inter-personal skills in dealing with fee earners, support staff and colleagues;
- Have a strong client service ethos and high service delivery standards;