



Job Description

Job title: Team Leader

Department: Global Support Team

Jurisdiction: Jersey

Purpose of the role

To help deliver the Ogier 2020 Vision through pioneering new ways of working across the Jersey Global Support Team.

To support the Head of Operations with management of service standards delivered through the team to provide efficient and effective support to both fee earning and non-fee earning teams.

Key Responsibilities

- Ownership and day to day management of the GST hub - managing the workflow into the team and the distribution of work across team members, reviewing capacity on a regular basis.
- Direct line management of circa 15 administrative support staff including ongoing performance management.
- Identify and support development opportunities in relation to the current role with appropriate coaching and/or training.
- Ensure that all team members are working in line with agreed processes, service levels and follow best practice at all times, directly managing resources to accommodate absences both planned and unplanned.
- Coach, develop and motivate the team, delivering professional, timely and relevant outputs.
- Promote team work through the running of weekly team engagement meetings, cross skilling and problem solving, making use of continuous improvement tools (e.g. white belt model)
- Build commercial awareness and share knowledge and relevant new information with your immediate team, global peer group and line manager.
- Be a subject matter expert and promote the use of Ogier's technology suite with in the team and stake holders ensuring this is embedded into the right activities and tasks.
- Represent Jersey GST in regular Team Leader meetings – contribute to and take ownership of specific work streams that support the delivery of the service improvement plans.
- Deliver the administrative support model training for the Ogier Induction Programme
- Continue to develop, promote and nurture the GST brand – encourage and lead social and CSR team events.
- Continually look for and drive efficient and innovative working practices to improve client service and positively embrace change through the implementation of the Innovation Hub Model.
- Work collaboratively with the fee earners and other jurisdictional Team Leaders, encouraging best practice and cross jurisdictional support to make the best use of our time zones and resources.
- Seek feedback and have regular dialogue with Partners and their teams through attendance at team meetings and 1:1's to build strong relationships.

Competencies

- A minimum of 2-3 years' leadership experience within a professional services environment
- Experience in performance management and coaching techniques
- Ability to lead a range of skill levels within a team



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- Experience in using technology to improve service and efficiencies with an operational environment.
- Ability to manage high volumes of workflow and use initiative to utilise appropriate resources to complete tasks effectively and deliver high quality results.
- Superior organisational skills, with a disciplined approach to producing quality documentation.
- Ability to efficiently manage own time, and effectively prioritise own workflow and for the team.
- Ability to adapt to changing environments, workflows and systems

Contact

To apply for this role please send your CV to recruitment@ogier.com

Regulatory information can be found at ogier.com