

Law Firm Operations Manager



This is an exciting full time position, based primarily in our Oxford office but with the possibility of hybrid working.

Competitive salary in accordance with skills and experience

Closing date for applications: 19th August 2022

We reserve the right to close the application date early if we identify an excellent candidate.

About Turpin & Miller LLP

We are a specialist law firm with a national reputation and engaged across the whole spectrum of immigration and citizenship law. We work with businesses and universities, skilled workers, families, refugees, immigration detainees and those facing deportation.

We also have an experienced housing team, working to keep our clients in their homes, and defending the rights of the homeless.

We have legal aid contracts which enable us to assist those unable to pay legal fees.

We pride ourselves on our warm, welcoming and supportive environment where the wellbeing of our staff is our paramount concern.

You can learn more about us on our website: www.turpinmiller.co.uk/.

Operations Manager

Reporting to the partners, you will provide operational management across the firm, including:

Administration. You will be responsible for smooth and effective day to day administration and processes. You will be responsible for the office building, providing a safe and effective working space for employees and a welcoming environment for clients.

You will support the partners with SRA, GDPR and AML compliance and our Standard Quality Mark accreditation. You will monitor and develop the staff handbook and internal policies.

You will oversee management meetings and facilitate the partners' effective management of the firm.

People You will work with a large and diverse team of solicitors, caseworkers, paralegals, trainees and support staff, both office-based and hybrid. You will oversee recruitment, induction, training, development and welfare. You will manage our HR software. You will draft new policies and documents as needed.

IT and Data Alongside our external IT support you will oversee our IT hardware infrastructure. You will have oversight of Sharepoint and other cloud-based software. You will promote and/or deliver training. You will identify opportunities for the continuing digital evolution of the firm.

Marketing You will help design and implement a marketing and social media strategy, raising the profile of the firm and promoting our many achievements.

Finance Working closely with our Finance Manager you will help develop and implement good financial protocols, ensuring we have a strong and profitable business.

Qualifications, skills and experience

You must be able to work independently and think creatively. You will be confident and personable and you will lead by example. You will be a decisive thinker with problem solving skills. You will be ready to work hard in a fast-moving environment and to get stuck into the day-to-day operation of a busy law firm.

You are likely to have a degree, and experience in business, operations management, HR or a related field. You will be confident with CRM and the suite of MS office software.

You will have an excellent command of English, both oral and written. You will be ready to prepare and deliver high quality reports, policies, and presentations.

You must be committed to the work we do and the clients we serve.

We are interested in the skills and the attitude you can bring to the role. If you don't have experience of all the above but are willing to learn on the job, then we would encourage you to apply.

How to apply

Please submit a CV with a supporting statement or covering letter explaining how you will be able to do this job, giving examples of your skills and experience, whether in the employment context or elsewhere. Email your documents to Andrew Martin amartin@turpinmiller.co.uk with 'Operations Manager' in the subject line.

We will first interview shortlisted applicants remotely on Teams. We do not provide feedback to applicants who are not shortlisted.

Agencies

We will accept direct applications only and will not consider any applications via agencies.

Data privacy

Personal data of unsuccessful candidates will be deleted within 12 months of the completion of the recruitment process.

