



Job Title: Operations & General Manager (Maternity Cover)

Reports To: Chief Operating Officer

Why Bates Wells?

If you're looking for a City firm with a difference, you've come to the right place. Bates Wells is a place for people creating positive impact.

We combine an innovative legal practice with consultancy services offering expertise and fresh thinking on impact measurement, planning and strategy. Our clients are diverse – from global household names, to public bodies, to start-ups. We're also the firm of choice for hundreds of charities and social enterprises.

We believe in making a positive impact, whether that's lobbying the government to revise legislation around sustainability or working on a landmark case that challenges public perception: We are innovative and not afraid to challenge the status quo to drive positive change.

We have three core values listed below and as a values-driven firm we live by these principles: the commitment we show to our own people, our clients, the environment and society saw us become the first UK law firm awarded a [B Corporation certification](#).

We're people people - we are a team of individuals, who are generous with our time and support, and we value everyone regardless of title.

We walk the walk - we live by our principles, we believe in you and we go above and beyond the role of a normal firm.

We face forward - we are optimists, curious and ingenious, we seek to drive change.

The role

The Operations & General Manager is responsible for overseeing the daily operations and general management function of the firm to ensure a smooth operational service, and to support the COO. A passion for sustainability and socially responsible business practices is a must.

Key responsibilities

Specific tasks may change over time, so we'll need you to be adaptable and flexible as we continue to meet our clients' needs.

- Management of the daily operations of the firm and solving administrative problems.
- Line management of the Operations team (see structure in Appendix).
- Management of the Operations budget and expenditure.
- Oversight of Bates Wells premises and facilities matters, including our Charity Hub run by CAN Mezzanine.
- Oversight of off-site file storage and processes.
- Review and updating the firm's operational policies.

- Ambassador for positive environmental and socially responsible behaviours and practices, and acting as a primary internal B Corp champion - including driving progress in this area for the firm.
- Managing the B Corp accreditation process, and other relevant certifications. Our B Corp re-certification is due in 2020 and is a key milestone for the firm.
- Championing our Purpose and Values.
- Management of central procurement processes for Bates Wells and management of relationships with central operational suppliers, including undertaking relevant supplier reviews and site visits.
- Ensuring our Carbon Footprint is monitored on a regular basis and an annual return submitted to the Legal Sustainability Alliance.
- Responsibility for overseeing our Environmental Management System in line with our ISO 14001 certification.

Which qualities do we look for?

- The ability to build, maintain and nurture excellent relationships across the firm
- A client-centric approach
- Teamwork – there is a place for individual effort but we highly value a collaborative approach
- A results-focused mentality – we hope you'll challenge the status quo if you feel it'll benefit our work
- Excellent written and verbal communication skills
- A genuine interest in the work we do; we encourage questions about the business and invite you to test assumptions and propose ideas

Finally, we want people whose values reflect our own and who feel inspired working in a firm with a strong social purpose.

What are we like to work for?

- Our purpose and values both guide and drive us
- We promote a strong work/life balance
- We have an agile working environment – this means you might sit next to a different colleague every day or choose to work from our rooftop garden and we actively encourage people to work from home once a week
- Our culture encourages clear and honest dialogue and cross-team support
- We can promote our staff throughout the year and there are annual salary reviews
- We recognise success and contribution at any time of the year through our Recognition Scheme
- Our benefits and wellbeing package includes firm matching pension contributions, private medical insurance plus a medical benefit cash plan, discretionary bonus arrangements, life assurance, 25 days holiday with the opportunity to buy more, subsidised gym memberships, lifestyle discount scheme, firm-wide profit sharing scheme, on site café, and Summer in the City early-Friday-finish
- Everyone gets a bonus if there is one - a proportion of the LLP profit is distributed to our people when we exceed our financial thresholds

About the Operations team

Operations sits within the Business Team which provides important central support for the wider firm. The Operations team itself encompasses Facilities and Administration, Central secretarial support,

Library services and Reception. There are also links with the Bates Wells Foundation and Deeds and Archiving.

The Operations & General Manager is also part of a wider leadership team as a member of Bates Wells' Senior Management Team. This comprises: The COO (Chair), Operations & General Manager, Business Improvement Manager, Acting Head of IT and Directors of Business Development & Marketing, Finance, HR, Professional Standards and Risk, and The Practice.

Some extra details

- Bates Wells is a B Corporation. B Corporations are profit-making, purpose-driven organisations unified by one goal: to redefine success in business
- Our people rate us and we made it into the Sunday Times' 'Top 100 firms to work' for in 2018
- Bates Wells provides legal documents to clients through 'Get Legal' – an innovative online documentation portal, which provides an affordable suite of legal documents drafted by sector-leading experts for tailoring by individual users
- We are committed to your wellbeing and offer physical and mental support in the way of subsidised gym membership, private health care and in-office Mental Health Awareness Ambassadors.
- We strongly believe that everyone should have the opportunity to reach their full potential whatever their background and believe a diverse team is integral to our success

How to find out more about us

You can find out more about Bates Wells and whether we're the right fit for you by;

- Reading about us on our website bateswells.co.uk
- Ask around about us – as widely as you can

NB We will normally have at least 2 interviews – to test your skills and competencies to work with us and to see if your values align with ours.



Appendix – Organisation Chart

