

# Role description |

ServiceNow Platform Lead  
Liverpool

TaylorWessing

# The opportunity for you

## Executive summary

We are seeking a talented and customer-focused ServiceNow Platform Lead to join our IT Services Team and report to the Business Systems Delivery Manager. The ideal candidate will be responsible for managing platform upgrades, handling platform incidents and requests, and developing customised solutions within the ServiceNow platform. You will take ownership of the product lifecycle, collaborate with cross-functional teams, and ensure seamless integration and adoption of ServiceNow solutions. Your ability to understand and analyse business requirements, communicate the benefits of ServiceNow, and provide exceptional support and training will be key to your success in this role.

As you'd expect from a leading law firm, technology is at the heart of delivering the best experience for our users and our clients. The IT Services department is responsible for the maintenance and development of current systems and for identifying opportunities for technology to drive opportunities in all areas of the firm.

The IT Operations team comprises the core technology functions of IT Services and has responsibility for ensuring the technology of the organisation delivers results for our users, assisting users with getting the best results from technology and developing technology to deliver for our clients now and in the future.

Business Systems sits within IT Operations and is the main IT development function of the firm. The work is as varied as the demands of the users but spans development of new products within the firm, through development and maintenance of the integrations between systems and implementations of new systems, to providing a 3rd line / Developer support function for IT Operations. Business Systems is a key function in enabling access to information by decision makers and reducing friction and barriers to obtaining and understanding the information by the effective implementation of technology.

### Job title

ServiceNow Platform Lead

### Recruiting manager

Dawn Miller

### Department

IT Services

### Working hours

Monday to Friday (09:30 – 17:30)

Working at least 2 days a week from our offices.

### Location

Liverpool

### Perm/FTC

12 month FTC

### Salary

Competitive

### Working pattern

We are committed to finding the right person for this role and are open to discussing flexible working patterns.

# The opportunity for you

## Key responsibilities

- **Manage Upgrades:** Plan, coordinate, and execute ServiceNow platform upgrades, ensuring minimal disruption to business operations. Test and validate new features and functionalities.
- **Incident and Request Management:** Handle and resolve platform incidents and service requests. Ensure timely and effective resolution in line with SLAs.
- **Development and Customisation:** Design, develop, and implement custom applications and integrations within the ServiceNow platform. Customise workflows, forms, and scripts to meet business requirements.
- **System Administration:** Perform regular system maintenance, including monitoring, performance tuning, and troubleshooting. Ensure the platform is secure, stable, and optimised.
- **Customer Focus:** Understand and analyse business requirements to develop solutions that deliver tangible benefits. Communicate the value and benefits of ServiceNow solutions to stakeholders, demonstrating how they address business challenges and improve processes.
- **Collaboration:** Work closely with the ServiceNow product manager and cross-functional teams, including IT, Workplace Services, and other business stakeholders, to gather requirements and deliver solutions that meet their needs. Collaborate with existing teams and onboard new teams to ensure seamless integration and adoption of ServiceNow solutions.
- **Onboarding and Training:** Assist in onboarding new teams to the ServiceNow platform, providing training and support to ensure successful adoption and utilisation.
- **Documentation:** Maintain comprehensive documentation of configurations, customisations, and processes. Provide training and support to end-users and other team members.
- **Continuous Improvement:** Stay up to date with the latest ServiceNow features, best practices, and industry trends. Proactively identify opportunities for process improvements and automation.

# The opportunity for you

## Knowledge, skills & experience

- Education: Bachelor's degree in computer science, information technology, or a related field would be beneficial.
- Experience: Minimum of 3 years of ServiceNow platform experience in a Platform Lead or similar role.
- Technical Skills: Proficiency in JavaScript, HTML, CSS, and other web technologies. Strong understanding of ServiceNow modules, including ITSM, WSD, HRSD, ITOM, and CMDB.
- Certifications: ServiceNow Certified System Administrator and/or ServiceNow Certified Application Developer preferred.
- Problem-Solving: Excellent analytical and problem-solving skills. Ability to troubleshoot complex issues and provide effective solutions.
- Communication: Strong verbal and written communication skills. Ability to work collaboratively in a team environment.
- Customer Orientation: Ability to understand customer needs and translate them into effective solutions. Strong focus on delivering value and benefits to the business.
- Attention to Detail: High level of accuracy and attention to detail in all aspects of work.

# About us

**Taylor Wessing is a global law firm that serves the world's most innovative people and businesses.**

Deeply embedded within our sectors, we work closely together with our clients to crack complex problems, enabling ideas and aspirations to thrive. Together we challenge expectation and create extraordinary results. By shaping the conversation in our sectors, we enable our clients to unlock growth, protect innovation and accelerate ambition.

## Our UK sector focus



**Technology, Media & Communications**



**Private Wealth**



**Real Estate, Infrastructure & Energy**



**Life Sciences & Healthcare**

## Our areas of expertise

- Banking & Finance
- Brands & Advertising
- Commercial & Consumer Contracts
- Competition, EU & Trade
- Copyright & Media Law
- Corporate Crime & Compliance
- Corporate/M&A & Capital Markets
- Data Protection & Cyber
- Disputes & Investigations
- Employment, Pensions & Mobility
- Environmental, Planning & Regulatory
- Financial Services Regulation
- Information Technology
- Patents & Innovation
- Private Client
- Private Equity
- Projects, Energy & Infrastructure
- Real Estate & Construction
- Restructuring & Insolvency
- Tax
- Venture Capital

## Challenge expectation, together

With our team based across Europe, the Middle East, US and Asia, we work with clients wherever they want to do business. We blend the best of local commercial, industry and cultural knowledge with international experience to provide proactive, integrated solutions across the full range of service areas.

**1250+ lawyers | 350+ partners | 26 offices | 16 jurisdictions**

# About us

## The way we work

At Taylor Wessing, we never settle for average. We're creative thinkers, problem solvers and continuous learners who excel at what we do and believe our best work is still ahead of us. We are a firm that's large enough for you to achieve your ambitions, but connected enough to be a true community.

You are joining an inclusive culture that allows you to be yourself and balance your work and home commitments. You'll gain access to high-end technology, agile processes and the trust to deliver your best work in a flexible way whilst spending the balance of your time with colleagues in our offices.

## Employee development and career progression

We recognise that our business services professionals are integral to our success and are therefore dedicated to their career development. We offer comprehensive development plans designed to support the growth of our business services people in their respective roles. From technical training to softer skills, these plans are crafted to ensure that our people realise and reach their full professional potential, but also complement our firmwide strategic goals allowing both the firm and our people to flourish.

For a detailed look at these development opportunities and how they can support your career progression, please refer to our [Always Learning Brochure](#). This document will provide an in-depth view of our commitment to skill development and show you the support network available as you advance within Taylor Wessing.

# About us

## Investing in you | Tailored benefits

Your wellbeing is always our priority and we are proud to offer bold and progressive ways of working alongside an excellent range of benefits and perks designed to support you and your family.

### Key benefits

- 25 days' annual leave
- Life assurance
- Group personal pension – salary sacrifice
- Income protection
- In-house and digital GP services

### Health and wellness benefits

- Annual wellbeing allowance
- Private medical insurance (individual)
- Health assessments
- Dental insurance
- Critical illness insurance
- Flu vaccinations
- Eye tests
- Employee assistance programme
- GymFlex
- Counselling sessions

### Lifestyle benefits

- Enhanced family leave – after one year qualifying service, you are entitled to up to 26 weeks leave full pay if you or your partner give birth or adopt a child
- Salary sacrifice electric car scheme (UK staff only)
- Cycle to work scheme
- Payroll giving
- Technology loan
- Health cash plan
- National Art Pass
- Financial wellbeing support
- Interest free season ticket loan
- Cloud Nine – our subsidised restaurant and coffee bar (London only)

# Taylor Wessing in Liverpool



We planted our roots in Liverpool in 2018 and have a permanent presence in Edward Pavilion. Sitting on the vibrant Royal Albert Dock, our investment in this award-winning, state-of-the-art space cemented our commitment to the city and our Liverpool team has grown significantly since.

## Why Liverpool?

Liverpool is synonymous with innovation, creativity and dynamism, all of which make it a natural home for us. We're proud to be part of Liverpool's business community alongside many of the technology and pharmaceutical companies that form the core of our client base.

We've built deep ties with the city since opening our Liverpool office, supporting local charitable initiatives and schools and working with The Conservation Volunteers to improve local green spaces.

## Our Liverpool team

Teams based in our Liverpool office support our UK and international business operations, including:

- IT
- Finance
- Talent
- Risk
- Business Transformation
- Business Development, Marketing and Communications.

We also have a number of lawyers based in our Liverpool office, including members of our Disputes and Investigations, Employment and Real Estate groups, as well as members of our Trade Mark practice and Paralegal Operations team.

Anyone who works for Taylor Wessing in Liverpool becomes part of a fully integrated, UK-wide team. This is a fantastic firm for talented people who are intellectually curious, ambitious and want to work in one of the UK's most famous cities.

# Our values

## What we stand for

We are a community of independent thinkers, connected by our values and our drive to challenge expectation. Our values shape what we do and how we do it. We have built a team that reflects the firm's core values and which exemplifies inclusivity. To learn more, [click here](#).

Excellence

Creative

Responsible

Team

Integrity

Respect

## Acting responsibly, together

We're committed to being a responsible business and taking accountability for our actions.

We have high ethical standards and take care of our people. We're reducing the footprint we leave in nature and engaging with our communities through cultural and charity work. Being a responsible business means we're active members of our broader society, of the legal community, and of our clients' sectors.

Whether it's building an inclusive workplace, reducing our waste or supporting the arts; we're actively working together to build a better business, and a more sustainable world.

**Find out more about our responsible business initiatives [online](#).**

**Read our latest impact report by clicking the link below.**



**Our Responsible Business  
Impact Report 2024**

[\*\*Read the report\*\*](#)

# Diversity & Inclusion

## Mansfield Certification



We are proud to announce that we have achieved Mansfield Rule UK Certification Plus for the 2024–2025 period, reaffirming our dedication to diversity, equity, and inclusion within the legal sector.

We're committed to delivering an inclusive culture and a progressive environment where we empower all our people to lead, learn and grow. The Mansfield Rule keeps us and the wider legal profession accountable for achieving and surpassing these goals; over the last year alone the Mansfield Rule has helped us continue to focus on monitoring our recruitment and promotion activities, as well as improving the diversity of our firm.

We've seen tangible changes in our firm from championing diverse voices across all areas of our business, something we want to see continue to flourish in the years to come and with Mansfield as a key partner in building in an inclusive environment for all.

## Inclusive Recruitment Charter

Take a look at our new Inclusive Recruitment Charter...

The Charter builds on some of our great initiatives from the last year, like taking part in the 10,000 Black Interns programme, introducing mandatory inclusion training for all our people, and achieving Mansfield Certification Plus.

Learn more about our commitments to being a responsible business by [clicking here](#)

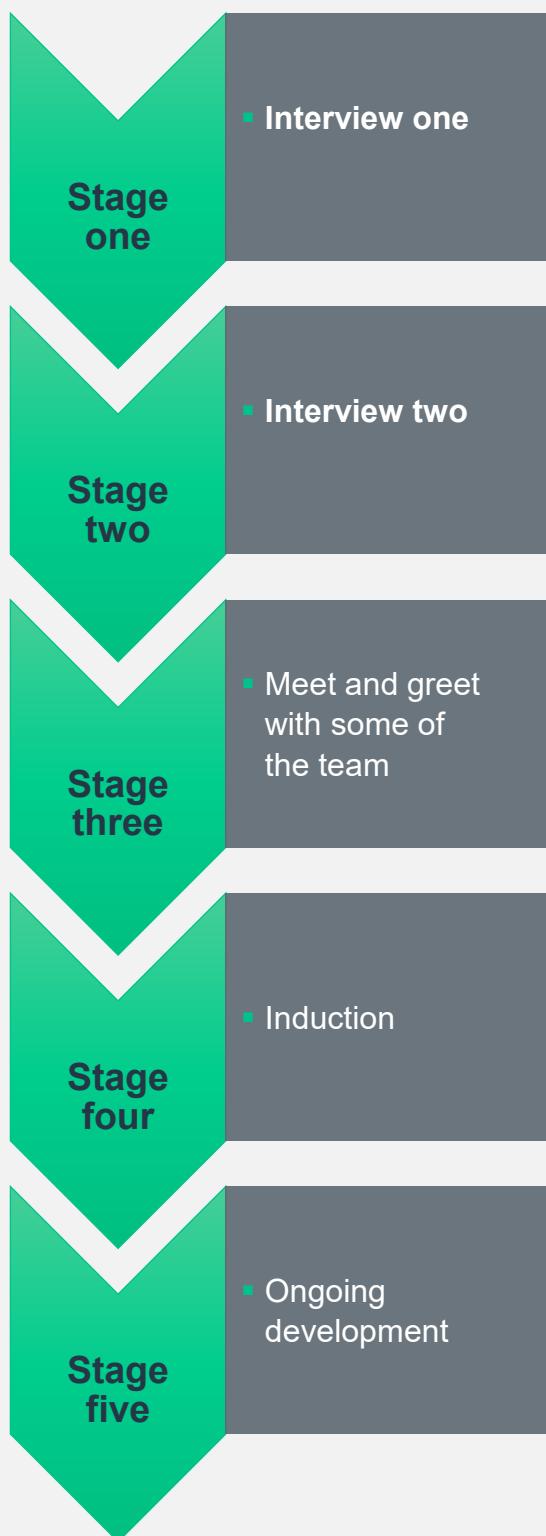
## Responsible Business Networks

We embrace individuality and bring diverse teams together, creating an inclusive work environment where all of our talent can flourish. Our inclusion programme has five priority areas, each with partner champions and network groups, in addition to other networks and societies that bring people together within the responsible business programme.

### Our current networks include:

- Arts Society
- Balance in Business - our gender balance network
- Cultural Diversity network
- equaliTW - our LGBTQ+ network
- Family Matters network
- Social Mobility network
- Sustainability network
- Wellbeing network

# Your recruitment journey



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We are committed to making all stages of our recruitment process accessible to candidates with disabilities or long-term health conditions. If you consider yourself to have a disability or long-term health condition, please feel free to be open about this at any point during the recruitment process this will be dealt with in a confidential manner. If you are not sure what adjustments you require, we will work with you to establish the most suitable adjustments at each stage of the recruitment process.

# 2700+ people

# 1250+ lawyers

# 350+ partners

# 26 offices

# 16 jurisdictions

Argentina*	Buenos Aires	Ireland	Dublin
Austria	Vienna	Italy**	Milan   Rome
Belgium	Brussels	Mexico*	Mexico City
Brazil*	Belo Horizonte   Brasília   Rio de Janeiro   São Paulo	Netherlands	Amsterdam   Eindhoven
Chile*	Santiago de Chile	Nicaragua*	Managua
China	Beijing   Shanghai	Panama*	Panama City
Colombia*	Bogotá   Bogotá, main office	Peru*	Lima
Costa Rica*	Guanacaste   San José	Poland	Warsaw
Czech Republic	Brno   Prague	Portugal*	Braga   Lisbon   Porto
Dominican Republic*	Santo Domingo	Puerto Rico*	San Juan
Ecuador*	Cuenca   Guayaquil   Manta   Quito	Slovakia	Bratislava
El Salvador*	San Salvador	South Korea**	Seoul
France	Paris	Spain*	Barcelona   Canary Islands   Madrid   Pamplona   Seville   Valencia   Vitoria   Zaragoza
Germany	Berlin   Düsseldorf   Frankfurt   Hamburg   Munich	UAE	Dubai
Guatemala*	Guatemala	Ukraine	Kyiv
Honduras*	San Pedro Sula   Tegucigalpa	United Kingdom	Cambridge   Liverpool   London
Hungary	Budapest	Uruguay*	Montevideo
		USA	New York   San Francisco

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