



# Role description

Document Specialist Manager  
Remote

# The opportunity for you

## Executive summary

The Document Specialist Manager is responsible for managing the Document Specialist team, who support the whole firm, including fee earners and business services in relation to specialist document production and management. They will act as the liaison between the Legal Support Services teams and the business practice groups. The Document Specialist Manager is responsible for leading and developing their team and will be confident in driving the delivery of an exceptionally high standard of client focused service.

## Key responsibilities

- Builds strong relationships with all Legal Support Services Leads and Managers, Talent, Partners and key stakeholders across practice groups and the business.
- Highly visible on a day-to-day basis and is accountable for the delivery of a consistent and high standard of client focused support to meet fee earner and client needs.
- Leads the continuous improvement of services by identifying and driving forward areas for improvement/development; proactively seeks feedback from stakeholders and takes action to identify and resolve issues with service provision.
- Participates as a key stakeholder in projects where needed; defining and scoping project objectives and ensuring projects are delivered on time, in scope and within budget.
- Ensures the team adheres to the Firm's risk and compliance procedures at all times.
- Ensures tasks are aligned to the correct team member and proactively manages utilisation levels.
- Identifies opportunities for cost savings and efficiencies where possible, demonstrates business acumen and an awareness of the commercial environment the firm operates in.
- Undertakes additional/ad hoc duties to support the business as and when required.
- Direct line management responsibility for the Document Specialists.

### Job title

Document Specialist Manager

### Recruiting manager

Head of Legal Support Services

### Department

Legal Support

### Working hours

Monday to Friday (09:30 – 17:30)

Working at least 3 days a week from our offices.

### Location

Remote (occasional travel to London office when required)

### Perm/FTC

Permanent

### 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

- Consistently review and assess team workload and resource to ensure appropriate resource levels are in place, takes appropriate action to balance resources as required.
- Proactively manages levels of unplanned absence to agreed levels; Conducts return to work interviews and works with Talent and occupational health services on case management as required.
- Regularly reviews team capability and performance at individual and team level against business group objectives, and makes informal or formal interventions to tackle potential issues at the earliest stage.
- Responsible for managing the annual performance review process for their team; conducts annual performance reviews and identifies and sets development objectives and performance plans, including implementation of performance improvement plans (in conjunction with the Talent) where necessary.
- Proactively identifies training needs and ensures learning objectives are appropriately defined and met, working with the Head of Legal Support Services and Talent Development as required. Shares training initiatives and interventions with the wider Legal Support Management team.
- Successfully and appropriately handles employee relations issues (including disciplinary and grievance processes) in conjunction with the Head of Legal Support Services and Talent.
- Supports the recruitment process for legal support services teams including identifying appropriate assessment criteria in conjunction with the Head of Legal Support Services and Talent.
- Responsible for the communication and implementation of any new initiatives which affect the legal support services teams.
- Acts as a conduit for any central change initiatives which affect practice groups.
- Responsible for maintaining manpower plan for team members, ensuring accurate headcount projection.
- Proactively works with fee-earners to understand all upcoming deadlines, projects, closing dates and other relevant timescales to anticipate and plan resource to meet client demand.
- Responsible for management of equipment for all new joiners and individuals within the team.
- Coordinates with Talent to ensure a smooth on boarding and induction process for all new joiners to the practice group.
- Proactively monitors requests for overtime and other related expenses whilst reconciling budget demands.
- Monitors workload and workflow across the team; organises resource for scheduled and unscheduled absence as well as outside of core working hours.

# The opportunity for you

## Knowledge, skills & experience

- Excellent communication skills, with the ability to work confidently and collaboratively across functions.
- Self-motivated, disciplined individual with excellent problem solving skills.
- A calm, clear thinker with keen attention to detail.
- A multi-tasker who enjoys a fast-paced working environment.
- A desire to take ownership and see a task through to completion.
- Excellent customer service skills with a positive can do attitude.
- Strong organisational skills with experience of managing end to end tasks that require multiple touch points.
- Specialist knowledge of all standard IT applications e.g. Microsoft Word, Outlook, PowerPoint, Excel, Digital Dictation, DocXtools, Visio , VNC and Adobe Acrobat Professional.

# 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 London



Located in central London, our office is a stone's throw from some of the UK's biggest names in technology, fashion and retail, as well as the courts housing the capital's legal profession.

In 2023, we faced the choice whether to move to a new location in London or stay in 5 New Street Square. We decided to stay and invest in an extensive refurbishment as this would have less of an environmental impact than building and fitting out a brand-new space.

We're now back in 5 New Street Square and we look forward to clients and other guests experiencing our reimagined, modernised and more sustainable premises.

## Why London?

London is one of the top financial centres in the world and a key international tech hub. Our UK lawyers combine their deep understanding of the law with their outstanding market knowledge to support some of the most innovative businesses across the technology, media and communications, life sciences and healthcare, real estate, infrastructure and energy and private wealth sectors that do business in the capital and beyond.

We thrive on the challenge of keeping ahead of legal and regulatory developments to advise our clients in these dynamic sectors who are pushing the envelope in terms of the products they develop and offer and the business and economic models they operate. Our UK and international strength in M&A, disputes and intellectual property complements our focus on our key sectors.

## Our London team

Working alongside our lawyers, teams based in our London office support our UK and international business operations, including:

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

Anyone who works for Taylor Wessing in London 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 best cities in the world.

# 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](#)

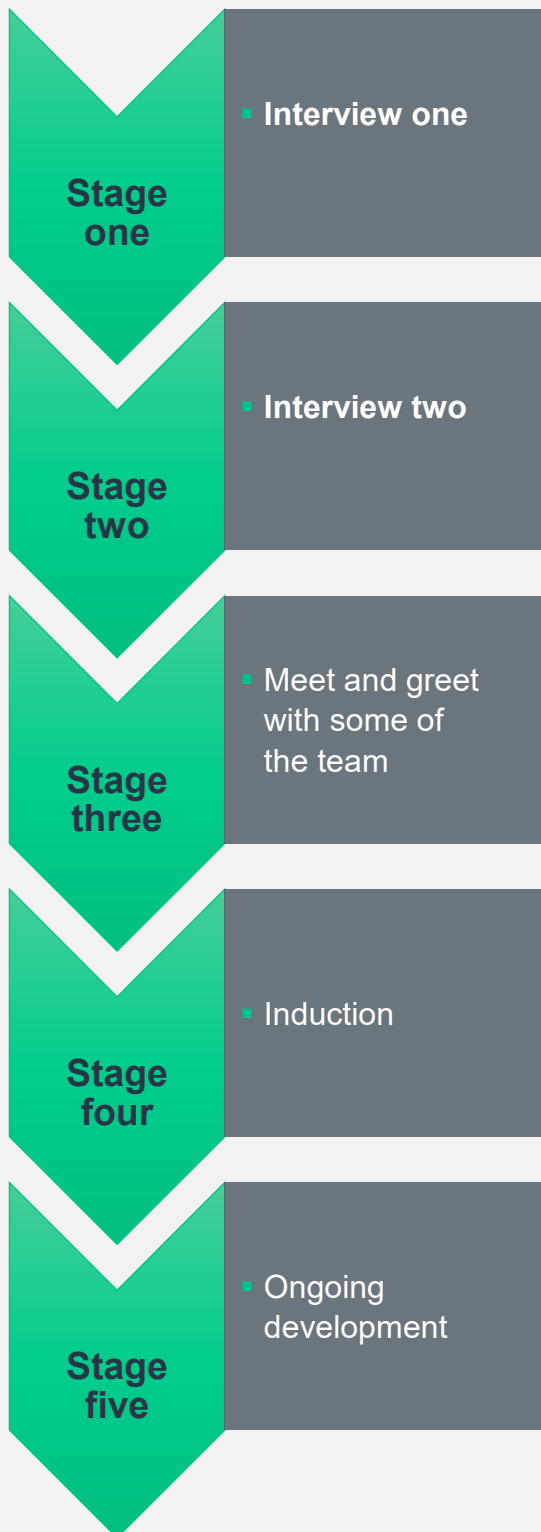
## Responsible Business Networks

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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