

# Service Delivery Manager - Liverpool

Administration, Liverpool

# About Winston Taylor

## Shoulder to shoulder in your breakthrough moments.

Winston Taylor is a transatlantic law firm built for the businesses, people, and markets driving capital and innovation.

Whether you're leading the way, disrupting an industry, entering a new phase of growth, or launching a defining product—we're in the room with you. In the action. Sleeves rolled up.

Embedded in your business and sharing your ambition, we take the work personally. Shaping what we do and how we do it around your goals and needs, always one step ahead of the moment.

With a rich history spanning both sides of the Atlantic, we are present in the major commercial centers that matter to our clients: the U.S., the U.K., Europe, Latin America, and the Middle East. Combining scale with the speed clients demand, our defining capabilities include Major Litigation, Critical Transactions, Strategic IP, and Private Wealth.

Our team of over 1,400 lawyers works hand-in-hand across markets, sectors, practice areas, and client teams. All-in problem solvers, we bring the creativity to think differently, and the pragmatism to get things done when it counts the most.

We're fluent in your world, with deep legal experience, rich sector knowledge, and active networks. Because in your business's most critical moments, you don't just need legal know-how. You need people who are deeply part of your world and ahead of where it's going.

# The opportunity for you

## Position summary

The firm is seeking a highly capable, positive and operationally focused Senior Delivery Manager to work closely with the COO and Head of Liverpool and support the Liverpool office's operations. This role will support the COO and Business Professional functions with the delivery of consistent, high-quality and efficient business services from the Liverpool office. This role will also support the ongoing maturity of the firm's regional operations through the effective integration of processes, metrics, and AI technologies into everyday workflows.

Working in close partnership with the COO and Business Professional functions, this role translates strategic priorities into practical execution, supports key projects and embeds sustainable change to enable the Liverpool office's continued growth and performance

---

**Job title**

Service Delivery Manager - Liverpool

---

**Recruiting manager**

Chief Operating Officer

---

**Department**

Administration

---

**Working hours**

Monday to Friday  
(9:30 am–5:30 pm)

Working at least 4 days a week from our offices.

---

**Location**

Liverpool

---

**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.

Travel may be required to our London and Dublin offices.

---

# The opportunity for you

## Position responsibilities

### Liverpool office leadership and management

- Support the COO and Head of Liverpool Office in the management of the Liverpool office and the forward-looking strategy for the Liverpool office. Research various entities using a variety of internal and third-party resources.
- Act as a trusted adviser and thought partner to the COO and other senior stakeholders on matters of operational performance, people, and change in respect of the Liverpool office.
- Foster effective working relationships with fee-earners, and business professionals across the Liverpool office, maintaining a visible and accessible leadership presence. Leading on internal networks within the office.
- Support functions with service standards, turnaround times and client satisfaction as required.
- Change and integration support – acting as a Liverpool anchor for integration implementation and cross border alignment.
- Act as the primary point of contact for office-wide operational matters, client visits and internal visits, town halls, working closely with practice group leadership, support function heads, and the COO to address issues proactively and decisively.
- Develop and maintain close working relationships with functional leaders in Liverpool and across the firm whose teams are based in or have a presence in Liverpool, acting as a trusted operational partner who understands their priorities and helps to remove barriers that affect their people's day-to-day experience.
- Serve as the connective tissue between functional leadership and the Liverpool office environment - ensuring that the needs of all Liverpool-based teams are understood, represented, and addressed through the operational infrastructure of the office.
- Support with business continuity planning and resilience for the Liverpool office, ensuring appropriate protocols are in place and regularly tested, working closely with the risk team.
- Champion a positive, inclusive, and high-performing office culture that reflects the firm's values and supports the wellbeing of all staff.
- Engage with office and hybrid attendance policies and engagement surveys to ensure a thriving office community.

# The opportunity for you

## Position responsibilities

### Community, internal management and social engagement

- Lead the firm's engagement with Liverpool community groups and local organisations, acting as the primary representative of the office in the wider Liverpool community and building meaningful, sustained relationships that reflect the firm's values and commitment to the region. This will involve working closely with many stakeholders and functions for example, including Responsible Business, internal networks and workplace services.
- Act as an ambassador for the Liverpool office both internally across the firm and externally within the city's professional and civic community.
- Work with Liverpool Connect, the office's internally focussed group, driving follow-through on actions, and ensuring that the group serves as an effective forum for collaboration, communication, and operational decision-making across the Liverpool office.
- Provide leadership and strategic direction to the Liverpool office's social committees, supporting the delivery of a strong and inclusive calendar of social and community activities that foster a sense of belonging, connection, and pride amongst all staff in the office.
- Ensure that community, internal engagement, and social activity is joined up and consistently aligned to the firm's broader culture and people agenda.

### Community, internal management and social engagement

- Support the functions and business operations across the Liverpool office, by identifying areas where processes, standards, and service delivery models can be strengthened and made more consistent to enable scalable growth in line with evolving business needs.
- Work in close partnership with global operations colleagues to ensure Liverpool-based operations are aligned to firm-wide frameworks whilst remaining appropriately responsive to local needs.
- Represent the Liverpool office in firm-wide operational forums.
- Instil a culture of continuous improvement across all operational functions in the Liverpool office, with a consistent focus on service quality, efficiency, and accountability.
- Lead cross-functional operational initiatives, helping to bring together teams to deliver joined-up, high-quality outcomes.
- Manage the operational budget for the Liverpool office and social budgets.

# The opportunity for you

## Position responsibilities

### Operational Innovation

- Work collaboratively with the firm's Technology, Innovation, and Business Professionals teams to understand the AI roadmap and identify priority areas where implementation can deliver measurable operational benefit.
- Support any practical implementation and embedding of AI tools and intelligent automation into business services operations across the Liverpool office, translating the firm's AI strategy into operational reality.
- Champion a culture of curiosity and openness to new ways of working.
- Support with the creation and implementation of programmes across Liverpool office to embed AI tools into existing workflows, ensuring adoption and tracking.

# The opportunity for you

## Experience, skills, and qualifications

### Essential

- Significant progressive leadership experience in operational or business services management within a professional services environment.
- Ability to work at pace across a diverse portfolio.
- Proven track record of leading and designing projects across a variety of disciplines, operational change programmes, with the ability to translate high-level objectives into practical, sustained change.
- Strong experience of leading and developing teams, with the ability to motivate, coach, and hold people accountable in equal measure.
- Solid understanding of AI-enabled tools and workflow automation, with practical experience of embedding technology-driven change into operational teams and processes.
- Excellent communication and stakeholder management skills, with the credibility and confidence to engage effectively with senior leadership, partners, and external stakeholders.
- Strong analytical and problem-solving capabilities, with a disciplined, data-informed approach to operational decision-making.

### Desirable

- Experience working within a professional services environment.
- Familiarity with operational services models, managed services, or service centre environments.
- Experience leading teams through change with influence.
- Prior experience of budget ownership and financial management within an operational context.
- Bachelor's degree or equivalent; a professional qualification or postgraduate degree in Business Administration, Operations Management, or a related field is advantageous.

# Recruitment journey

## Stage 1

Interview



**Rob Fowler**  
Head of Talent  
Acquisition & Strategy

- London
- +44 20 7300 4841
- [Rob.Fowler@winstontaylor.com](mailto:Rob.Fowler@winstontaylor.com)



**Hannah Jackson**  
Senior Recruitment  
Manager

- London
- +44 20 3077 7262
- [Hannah.Jackson@winstontaylor.com](mailto:Hannah.Jackson@winstontaylor.com)



**Daniel Cheasley**  
Senior Recruitment  
Advisor

- London
- +44 20 7300 4965
- [Daniel.Cheasley@winstontaylor.com](mailto:Daniel.Cheasley@winstontaylor.com)

## Stage 2

Interview two

## Stage 3

Meet and greet  
with some of  
the team



**Kendell Woods**  
Senior Recruitment  
Advisor

- Liverpool
- +44 151 335 5192
- [Kendell.Woods@winstontaylor.com](mailto:Kendell.Woods@winstontaylor.com)



**Meg Vaughan-Irving**  
Recruitment Senior  
Coordinator

- Liverpool
- +44 151 335 5277
- [Meg.Vaughan@winstontaylor.com](mailto:Meg.Vaughan@winstontaylor.com)



**Lottie Williams**  
Onboarding Senior  
Advisor

- Liverpool
- +44 151 335 5191
- [Lottie.Williams@winstontaylor.com](mailto:Lottie.Williams@winstontaylor.com)

## Stage 4

Induction

## Stage 5

Ongoing  
development

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.

---

Attorney advertising. The information contained herein is for educational and informational purposes only and is not intended to be and should not be construed as legal advice. Winston Taylor N.V. and WS SELAS are part of the Winston Taylor network as separate legal entities operating from its offices in the Netherlands and Belgium and France, respectively. Further information on Winston Taylor can be found on our regulatory page at: [www.winstontaylor.com](http://www.winstontaylor.com). Winston Taylor LLP Headquarters: 300 N. LaSalle Drive Chicago, IL 60654-3406. Phone: +1 (312) 558-5600.

