

Product Specialist

IT Services, London or 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

iManage is Winston Taylor's document management system and the backbone of how the firm manages, stores, and secures its documents, emails, and matters. Relied upon by lawyers and Business Professionals firm-wide, it is a business-critical platform whose evolution, governance, and performance directly shape how the firm operates.

The Product Specialist sits at the centre of that evolution. Working closely with the iManage Product Manager, you will drive the operational and strategic delivery of the platform - spanning product strategy, governance, security architecture, and stakeholder engagement - and help lead major initiatives that shape the firm's broader document management estate.

Job title

Product Specialist

Recruiting manager

Head of Product

Department

IT Services

Working hours

Monday to Friday
(9:30 am–5:30 pm)

Working at least three days a week
from our offices.

Location

London or 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.

The opportunity for you

Position responsibilities

- Platform configuration and administration: Own the administration and configuration of the iManage cloud product suite, ensuring optimal platform performance, stability, and security.
- Platform health and issue resolution: Lead the identification, diagnosis, and resolution of issues across iManage products, implementing effective solutions to maintain optimal system performance.
- Continuous feature adoption: Working in partnership with the iManage Product Manager, own the end-to-end process for assessing, communicating, and driving adoption of new iManage features and releases, ensuring the firm maximises value from ongoing platform enhancements.
- Adoption and training delivery: Drive firmwide adoption of core iManage capabilities, including Drive, Share, and modern search. This includes developing user guidance, knowledge articles, and assisting the Digital Learning team with curating training materials to promote effective use of the platform. Lead adoption initiatives to ensure consistent engagement and uptake across the firm, and support the testing and rollout of new AI-powered features.
- Documentation and knowledge management: Maintain comprehensive, accurate documentation covering platform configuration, processes, standards, and operational procedures. Ensure all documentation is structured, up to date, and easily accessible to support effective knowledge sharing across the team.
- Project delivery and implementation: Take an active role across iManage-related projects from initiation through to delivery, including requirements gathering, configuration, testing, rollout planning, and post-go-live evaluation.
- Analytics and reporting: Use reporting and analytics to measure the adoption and usage of platform features, identify improvement opportunities, and produce regular insight reports for the team.
- Governance and compliance ownership: Partner with the iManage Product Manager to own and evolve the Document Management System governance model. Ensure consistent standards for workspace structures, metadata, permissions, and retention policies across offices, including the configuration and maintenance of ethical walls and security policies.
- Platform optimisation and operational resilience: Continuously improve platform operations by identifying efficiency opportunities and reducing operational risk. Develop and embed operational practices that improve team resilience, including reducing single points of failure and ensuring critical activities can be consistently supported across the team.

The opportunity for you

Experience, skills, and qualifications

Essential

- Strong organisational skills with the ability to manage multiple workstreams simultaneously.
- Excellent written and verbal communication skills, with the ability to produce clear, audience-appropriate documentation.
- A proactive working style with the ability to take ownership of tasks and deliver to deadlines.
- An analytical mindset with the ability to use data to inform decision-making.
- Strong collaborative and interpersonal skills, with the ability to engage credibly across technical and non-technical teams.
- Intellectual curiosity and a genuine interest in developing product knowledge, with comfort engaging with technical concepts and teams.
- Experience contributing to or supporting a product roadmap, backlog, or delivery cycle.

Desirable

- Prior experience with iManage or another document management system.
- Experience in a product management or technology delivery environment.
- Familiarity with legal sector working practices.

Recruitment journey

Stage 1

Interview



Rob Fowler
Head of Talent
Acquisition & Strategy

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Hannah Jackson
Senior Recruitment
Manager

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Daniel Cheasley
Senior Recruitment
Advisor

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Stage 2

Interview two

Stage 3

Meet and greet
with some of
the team



Kendell Woods
Senior Recruitment
Advisor

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- Kendell.Woods@winstontaylor.com



Meg Vaughan-Irving
Recruitment Senior
Coordinator

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- Meg.Vaughan@winstontaylor.com



Lottie Williams
Onboarding Senior
Advisor

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- 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.

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