

DLA Piper Role Profile

Job Title: Head of Knowledge – Luxembourg	
Location: Luxembourg	Reports To: Country Managing Partner and Head of Operations
Direct Reports: N/A	Travel Required: Occasional
Working Pattern: Full-time	Contract Type: Permanent
Role Purpose: <p>You will be supported to design and implement a robust knowledge development strategy that will provide greater strategic value in the legal and business research conducted within the firm and consistency in legal and business information provision across all international offices.</p> <p>The role will champion the firm's vision for Knowledge in Luxembourg and represent the Luxembourg office in the firm-wide Knowledge community. The role has three primary areas of focus:</p> <ul style="list-style-type: none"> • To support the local practice groups in the delivery and implementation of International Group or firm-wide Knowledge initiatives and ensure consistency of quality across the Luxembourg office. • To take responsibility for cross-practice group knowledge sharing in Luxembourg. • To ensure delivery of required Knowledge Services (information resources and knowledge systems). 	
Key areas of responsibility: <ul style="list-style-type: none"> • Working with the Knowledge Partners in each practice group to identify opportunities to improve knowledge strategy for Luxembourg in line with the international Knowledge Strategy, consisting of initiatives to capture, promote and share knowledge and best practices between practice groups. The Luxembourg Knowledge Strategy will include the local practice group participation in International Group or firm-wide Knowledge initiatives (such as Excellence) and will be in alignment with the firm's use of knowledge systems. Implementation will involve: <ul style="list-style-type: none"> ○ identifying work to be undertaken ○ allocating work ○ facilitating and driving the delivery of work in a timely manner (e.g. through project management techniques and regular engagement with those who have been allocated work) ○ ensuring processes and responsibilities are in place for the on-going maintenance of any content produced so that it remains legally accurate, relevant and reflects market practice • Ensuring that the quality of all work undertaken in the Knowledge strategy is consistent in quality in terms of look and feel/formatting, local language quality and an overall sense of "coming from one stable". • Ensuring that key legal, regulatory and market developments affecting the local practice groups are monitored and fee earners are kept aware of relevant developments. • Working with local Knowledge Partners on a regular basis to review and analyse usage of content developed and advising on action to be taken to improve usage, change content or address misuse. • Working with local Knowledge Partners to review fee earner time recording reports for Knowledge 	

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activity to support local remuneration policies.

The Knowledge Services are business operational services to support the delivery of knowledge needed by practice groups to undertake legal and business development activities. They comprise:

- Information and Research Services - the procurement and management of information resources and supporting their use
- Knowledge Systems - the administration and management of technology used for capturing, storing, processing, delivering and exploiting knowledge

The Head of Knowledge will have primary responsibility for ensuring that the Luxembourg office has the Knowledge Services it needs, whether delivered centrally or locally and in alignment with firm-wide policies. Specifically, this includes:

- Working closely with the central Information and Research Services team to ensure that the Luxembourg office has the information resources it needs, whether procured centrally or locally, and procurement and use is in alignment with firm-wide policies.
- Acting as first point of contact for research queries received from other parts of the firm, working with relevant local fee earners and partners to resolve such queries.
- Ensuring that fee earners are adequately trained on research skills and to efficiently use information resources.
- Working closely with the central Information and Research Services team to report, review and analyse usage of information resources and advise on content or subscription changes required.
- Working closely with the central Knowledge Systems team to ensure that the Luxembourg office uses firm-wide common systems to store and share knowledge and local administration of systems is consistent with firm-wide processes.
- Ensuring that fee earners are adequately trained on how to efficiently use knowledge systems.
- Managing the budget covering the areas of responsibility and reporting centrally in accordance with firm-wide policies.

Skills, experience and characteristics:

- Excellent technical knowledge and experience gained in any of core practice areas and a genuine enthusiasm for the Law and how it will develop in the future.
- Knowledge management experience (with a track record of developing ideas for better leverage of collective wisdom) is desirable but not essential.
- Able to translate strategy into specific plans and strong project management skills to deliver those plans.
- Understands and actively seeks the appropriate application of technology for effective knowledge sharing and efficient high quality service delivery.
- Understanding of knowledge management strategy and implementation in a professional services environment and preferably experience of high quality implementation in a legal services organisation.
- Exceptional interpersonal skills with the ability to connect influence and collaborate in a multi-cultural environment across multiple geographies. Proactively engages others and can lead, inspire and motivate through building strong relationships and instilling confidence in others to encourage dissemination of best practice and new ideas.
- Excellent analytical and problem-solving skills to assess competing priorities and provide structured solutions to address them.
- Highly organised and able to co-ordinate and deliver projects across multiple teams. Demonstrate project management experience, preferably in a partnership environment.
- Experience of working in virtual team settings and of managing teams and working effectively with others with little direct face to face interaction.
- Experience of developing knowledge resources and delivering training.
- Ability to assess quality beyond own immediate technical expertise.
- Self-aware, confident and resilient. Must be a self-starter and takes ownership for tasks, progressing them independently but seeking direction and advice as appropriate. Able to work under pressure and remain focused.

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The Firm

DLA Piper is a global law firm with lawyers located in more than 40 countries throughout the Americas, Europe, the Middle East, Africa and Asia-Pacific. Our global reach ensures that we can help businesses with their legal needs anywhere in the world. We strive to be the leading global business law firm by delivering quality, service excellence and value to our clients and offering practical and innovative legal solutions to help them succeed. Our clients range from multinational, Global 1000, and Fortune 500 enterprises to emerging companies developing industry-leading technologies, as well as government and public sector bodies.

Our Values

In everything we do connected with our People, our Clients and our Communities, we live by these values:



Be Supportive.

We are compassionate and inclusive, valuing diversity and acting thoughtfully.



Be Collaborative.

We are proactive, passionate team players, investing in our relationships.



Be Bold.

We are fearless and inquisitive, challenging ourselves to think big and find creative new solutions.



Be Exceptional.

We are strategic and driven, exceeding standards and expectations.

Diversity and Inclusion

At DLA Piper we are working hard to ensure that our talent pool is diverse. For us, diversity isn't just about visible differences, it's the unique blend of talents, skills, experiences and perspectives that makes each of us an individual.

We know it's crucial to have a culture and environment where those differences are genuinely valued and that's why we strive to be a business where everyone can thrive, develop and succeed based on their talent. Our aim is to build an inclusive and supportive culture where all our people feel they belong and can achieve their best.

We support anyone with a disability or long-term health condition to ensure they have the opportunity to perform at their best. If you have not done so already, please let us know if you require any support so we can make the right adjustments and considerations should they be required.

Agile Working

We recognise that people have responsibilities and interests outside of their career and that as a business, we all benefit from working flexibly. That's why we are open to discussing with candidates the different ways in which we are able to support requests for agile working arrangements.

Pre-Engagement Screening

In the event that we make an offer to you, and where local legislation permits, we will conduct pre-engagement screening checks that may include but are not limited to your professional and academic qualifications, your eligibility to work in the relevant jurisdiction, any criminal records, your financial stability and references from previous employers.