



# *Operations Manager*

JOB SPECIFICATION

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AUSTEN HAYS

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part of Gateley

<b>POSITION:</b>	Operations Manager
<b>LOCATION:</b>	London
<b>CONTRACT TYPE:</b>	Permanent

## The *role*

Austen Hays, part of Gateley, has an exceptional opportunity for a skilled Operations Manager to take the helm in managing Austen Hays, a group actions firm. This role is a chance to represent a multitude of individuals and small businesses in pivotal disputes against larger corporations. We are looking for someone with a solid background in directing the project management of complex group actions, initiating new and improving on existing operational processes, and flawlessly executing each project to fulfil our strategic litigation aims.

The successful candidate will be expected to have a sufficient understanding of the operational and logistical requirements, closely aligning with Chaya Hanoomanjee, the Managing Director, as well as our partners, clients, claimants, and the legal and business support teams involved in each case. The Operations Manager will be integral in interfacing with various business support areas within Austen Hays (part of Gateley), including Professional Regulations & Standards, IT, Marketing, Accounts, HR, among others, with a firm grasp of operations specific to our practice to meet required deadlines.

The role calls for a professional who demonstrates impeccable judgment, sharp attention to detail, and discretion. The ability to adapt to varying demands within tight and sometimes shifting deadlines is crucial. As an Operations Manager, cultivating and sustaining effective working relationships is key, as is staying calm and focused when under pressure, and communicating with clarity and professionalism at all times. Whilst a regular office presence is required of three days per week, Gateley are fully embracing the new hybrid culture, so a mixture of both home and office working is available.

If you are looking for an opportunity to work within a supportive, ambitious, growing and energetic team, and would like to join an award-winning law led professional services business, we would like to hear from you.

## The *team*

Austen Hays (part of Gateley) is a firm focussing on class actions. The team brings actions against big corporates on behalf of thousands of individuals and small businesses. The core purpose of the firm is to deliver access to justice in a fair, efficient, and transparent way.

Using the right expertise and the right technology Austen Hays brings a forward-thinking approach to individuals, businesses and consumers looking to achieve collective redress and help claimants to seek justice by sharing the cost and risk across many people or organisations in the same situation. Claimant-centred class actions is an exciting and growing area of the law, which play a key role in holding businesses to account to ensure access to justice and fair compensation for consumers.

Austen Hays (part of Gateley) has made significant investment in technology which will support hundreds and thousands of claimants to opt into a class action. The effect of this, is that manual intervention will be limited and the process of onboarding of clients will only require involvement by a Litigation Advisor in a limited number of scenarios. We therefore expect that the successful candidate for this role will have more exposure to the legal queries rather than queries of an administrative nature.

The Managing Director and Partner - Chaya Hanoomanjee, and Partner – Alicia Theuma have extensive experience in launching and managing group actions, usually with an international element, and in securing group settlements. Supplemented with detailed knowledge of litigation funding, they are well placed to advise on all stages of the collective actions process, and suitable funding structures.

Our highly experienced and talented team has acted on some of the most complex and significant collective cases in the UK, brought by both consumers and businesses. The team has been at the forefront of the rise of consumer group claims, including previously acting as lead solicitor for over 71,000 individuals in the landmark Volkswagen NOx Emissions Group litigation, which settled for £193m in May 2022.

## The *person*

The successful candidate should also be able to demonstrate the following attributes:

- Demonstrable experience in an operational management position, ideally project managing the operational element of a of class actions firm with the understanding of risks.
- Seamlessly executing case timelines, matter related deadlines, and provide summaries and reports as needed with clear and timely communication.
- Overseeing case management systems and working closely with others to implement new systems and make changes to existing ones
- Drive caseload activity to submit information needed to execute new matters, manage engagement at all touch points through the case process, and communicate client specific requirements regarding billing and matter management.
- Liaison between partner, fee earners and billing department to ensure invoices are accurate and compliant with client billing requirements and deadlines; assist partners as needed with billing process, reporting, and follow up.
- Strong internal stakeholder management and ability to build and strengthen relations with internal business support teams.
- Responsibility for risk register and ensuring all necessary protocol is in place from a risk & compliance, regulations and finance perspective.
- Manage Austen Hays insurance policies and ensure records up to date.
- Liaise with external supplier and manage the client relationship.
- Assist legal team with client related project support.
- Provide any other operational risk assistance as needed to support Austen Hays operationally.
- Excellent IT skills; proficient using Word, Excel, Powerpoint and relevant case management systems.
- Commitment to being part of a hard-working team and the flexibility to support transactional activity;
- Drive, commitment, self-motivation and a "can do" attitude.
- The ability to always exercise discretion and professionalism;
- Exceptional attention to detail.

## The *benefits*

With support, coaching and feedback from some of the most engaging colleagues around our great development and progression opportunities will reward your commitment and loyalty. We offer a competitive remuneration package where you'll be rewarded for your individual performance with an opportunity to receive an annual bonus.

In addition, we have a wide range of learning and development opportunities via our Learn platform to develop new skills and progress your career. Our My Flex comprehensive rewards package includes options covering annual leave (and the benefit of purchasing extra days), cycle to work, critical illness benefit, employee assistance programme, group personal pension, health care, season ticket loan and many more benefits (grade dependent).

Finally, with Perks At Work/Home you can select a host of retail benefits that suit your needs alongside a Community Online Academy, free courses for all from fitness to coding to languages to hip hop dance.

## We are Gateley

We are forward thinking and straight talking, our approach is to find solutions to the problems that our clients face. Gateley is a legal and professional services group, we are a group of formidable experts in all areas of law and business. Passionate problem solvers, we get our kicks from finding the right answers and getting our legal and business clients where they need to be. We support more than 5,700 active clients, ranging from FTSE 100 companies to private individuals, in the UK and beyond. Being part of Gateley is not just about the expertise that you bring; it's about attitude too.

The 'Gateley Story' is the story of our people and our culture. It is what has got us to where we are today as a successful business and it's the driving force behind the Gateley Team Spirit and the values that have shaped it. We have a set of shared internal values that capture what the Gateley Team Spirit is and this includes five elements that bind us all together as one Gateley: Ambitious for Success, Forward Thinking, Room to Breathe, Trusted to Do and Working Together. Every year across the group, we recognise members of our team that have gone and above and beyond and have lived these shared values. They are recognised at our annual Gateley Team Spirit awards.

## Diversity, inclusion and well being

Diversity, inclusion and well being is an important part of Gateley's culture and values. We recruit talented people from a diverse range of backgrounds and cultures, providing equal opportunities for all to join our team regardless of age, sex, race, sexual orientation, disability, or culture.

We create an exciting and rewarding place to work that aims to fulfil everyone's potential and together to achieve personal and business goals. We offer flexible working patterns to help our staff achieve a good work/life balance and we encourage candidates seeking flexibility in their next role to apply for any of our vacancies.

We are proud to have been recognised by The Law Society as gold standard for our Diversity and Inclusion Charter and to be Stonewall Diversity Champions.

## Additional Information

If you are successful in receiving an offer of a role with our company a variety of pre-employment screening checks will be completed. Our screening checks can include but are not limited to your eligibility to work, professional and academic qualifications, any criminal records, your financial stability and references from previous employers. The screening that takes place will be relevant to your role and will vary from role to role.



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