



Culture

Engages with our Culture, commits to our Values, and participates in activities to support them.

- Role models and promotes RPC Values, proactively contributes to our culture, and participates in activities to support these.
- Understands the commercial and cultural benefits of our DEIB (Diversity, Equity, Inclusion and Belonging) and ESG (Environmental, Social and Governance) approach as set out in our [Responsible Business Report](#) and commits to taking action.
- Acts authentically and encourages others to do the same.
- Contributes to a supportive team culture that encourages inclusive collaboration and enables the team to achieve their ambitions.
- Proposes improvements to enhance the team or firm culture.
- Highlights behaviours that do not represent RPC Values or our DEIB practices and escalates with the appropriate person.
- Ensures organised events are inclusive and considers diverse needs.

- Supports and understands our 'one firm' approach, and always considers geographical and cultural differences.
- Takes collective responsibility for firm and team achievements.
- Understands the importance of keeping up to date with Firmwide developments and communications.
- Takes responsibility for maintaining personal health, wellbeing, and balance, and supports colleagues to do the same.
- Understands and embraces [Spark our Future](#) principles and supports others to adopt them.
- Understands and embraces workplace standards set out by relevant regulatory bodies and always behaves with integrity.



Knowledge and Expertise

Develops and maintains knowledge, skills, and expertise to produce excellent work.

- Commits to building foundation of technical knowledge and expertise.
- Develops understanding of RPC's policies, procedures, and terminology.
- Learns how the firm operates, our work, brand, pillars, clients, sectors, and Business Services.
- Builds knowledge of the firm's systems, processes and applications.
- Completes relevant IT learning, uses, and keeps up to date with IT tools available.
- Displays initiative when approaching tasks.

- Seeks out learning opportunities and constantly strives to improve and develop.
- Prepares for own Quarterly Conversations, proactively, considers career aspirations and development needs.
- Achieves relevant qualifications by successfully completing formal learning requirements.
- Seeks and responds to feedback constructively and with a growth mindset.
- Understands and applies the fundamentals of risk.
- Develops understanding of RPC's performance and quality expectations.



Clients

Delivers commercial solutions and an outstanding client experience to help our external and internal clients achieve their ambitions.

- Takes instructions from line manager/ team members and other clients and responds promptly.
- Asks relevant questions to understand the brief and clarification of their role in achieving tasks.
- Keeps team and internal clients updated on progress.
- Delivers on deadlines reliably and is responsive to changing needs.
- Updates team on capacity, availability, and commitments.

- Understands importance of building collaborative client relationships.
- Commits to understanding each client's preferences, how they like to work, and their expectations for delivery, and tailors service accordingly.
- Understands that every interaction impacts the client relationship and RPC brand.
- Consciously considers the impact of social media, is aware of personal impact and client perceptions.



Business Efficiency

Works efficiently and commercially to achieve our strategic priorities.

- Develops an organised approach to their work, planning and prioritising to deliver high quality outputs and meet required deadlines.
- Works collaboratively and demonstrates a positive approach to work relationships both within the team and in the wider firm.
- Uses IT systems efficiently to carry out their role and learns to adopt new technology.

- Understands the fundamentals of how RPC operates and relates it to their own work activities.
- Communicates progress on tasks and where capacity opportunities arises.



People

Collaborates, influences and manages people to bring out the best in them.

- Makes time for listening to others, respecting, and valuing differences.
- Asks questions and seeks opportunities to learn from others.
- Works collaboratively and demonstrates a positive approach to work relationships both within the team and in the wider firm.
- Learns how people in the team operate and their working preferences to build strong relationships.

- Communicates clearly to aid teamworking.
- Takes an inclusive approach to working with others.
- Recognises the importance of maintaining own wellbeing and asks for help when needed and keeps an eye out for others.



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Knowledge and Expertise

Develops and maintains knowledge, skills, and expertise to produce excellent work.

- Continually develops technical knowledge of relevant subject areas and shares learning with the wider team.
- Proactively demonstrates taking initiative.
- Responds to change in a positive and resilient manner.
- Takes ownership for self-development through QCs and progress against objectives.
- Commits to developing analysis and problem-solving skills.

- Understands risks and escalates where needed to appropriate person.
- Performs tasks and makes decisions according to defined policies, processes, and procedures.
- Understands the expertise that is available across the firm to support service delivery and uses it appropriately.



Clients

Delivers commercial solutions and an outstanding client experience to help our external and internal clients achieve their ambitions.

- Develops client service skills, learning to be comfortable, confident, and personable in dealings with clients.
- Interacts with clients to build effective, collaborative working relationships based on trust.
- Understands how teams and activities connect to provide effective client service.
- Clarifies work to be done to ensure clients' needs are interpreted and delivered.

- Anticipates and responds proactively and in a timely manner to client needs and deadlines.
- Asks questions to effectively prioritise and deliver client requirements.
- Develops client relationships by responding quickly to queries and being proactive and reliable.



Business Efficiency

Works efficiently and commercially to achieve our strategic priorities.

- Participates in projects, activities, and tasks to support the broader team.
- Prioritises tasks based on relative importance and urgency and takes responsibility to deliver their work.
- Maximises the efficiencies available through relevant technology.
- Anticipates challenges and thinks ahead to deliver on time and on budget.

- Identifies areas where processes or ways of working can be improved.
- Understands the firm's strategic objectives and how their individual work can impact these.
- Collaborates effectively with others to deliver their work.
- Understands the basics of budgeting processes at RPC.



People

Collaborates, influences and manages people to bring out the best in them.

- Supports less experienced colleagues, providing advice and guidance.
- Builds trust with colleagues by being reliable and consistent.
- Demonstrates care, empathy and understanding of people.

- Collaborates with those around them at all levels to ensure work progresses.
- Recognises contribution of others and celebrates success.
- Provides constructive feedback to colleagues.



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Knowledge and Expertise

Develops and maintains knowledge, skills, and expertise to produce excellent work.

- Focuses on an area(s) of subject matter expertise.
- Resolves complex queries and issues that require judgement and experience.
- Identifies and mitigates risks.
- Acts as a point of escalation for junior team members.

- Makes connections and identifies opportunities to share knowledge.
- Understands RPC's brand proposition, market strengths, practice areas, pillars and international capabilities.
- Seeks opportunities for personal growth.



Clients

Delivers commercial solutions and an outstanding client experience to help our external and internal clients achieve their ambitions.

- Delivers strong results for clients consistently
- Uses judgement and experience to prioritise and deliver client requirements.
- Inspires client confidence, taking responsibility for actions and client requests.
- Anticipates and responds in a timely manner to client needs and deadlines and takes steps to achieve them.

- Simplifies complexities to deliver great client service.
- Makes clients feel special by delivering an experience that exceeds their expectations.



Business Efficiency

Works efficiently and commercially to achieve our strategic priorities.

- Delivers complex tasks and resolves queries efficiently.
- Promotes use of effective technology to create efficiency.
- Ensures processes are efficient and identifies ways of working that can be adapted/ automated to improve effectiveness.

- Reports on achievements and performance of key tasks to the rest of the team.
- Contributes to budget processes by providing information as required.
- Applies knowledge and expertise to support projects.
- Proactively seeks and shares knowledge with others on relevant key tasks.



People

Collaborates, influences and manages people to bring out the best in them.

- Delegates work effectively to junior team members to aid their development and gives feedback.
- Recognises where work can be delegated to junior team members to aid development.
- Leverages strong working relationships and collaborates with a range of people across the firm.

- Responds as an escalation point for junior team members.
- Supports recruitment and induction activities.
- Understands skills required to be an effective leader and demonstrates these when opportunities arise.



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Knowledge and Expertise

Develops and maintains knowledge, skills, and expertise to produce excellent work.

- Recognised as a technical specialist or 'go to person' in their field of expertise.
- Develops and applies in-depth subject matter expertise.
- Addresses issues with a high degree of technical expertise.
- Provides technical advice and judges when to escalate issues.
- Keeps informed on market trends and shares with the team.

For Team Leaders:

- Supervises workflow and performance of small teams.
- Identifies training needs within the team and escalates / supports the learning.
- Takes responsibility for the quality control of work done by others.



Clients

Delivers commercial solutions and an outstanding client experience to help our external and internal clients achieve their ambitions.

- Acts as a trusted advisor and confidently recommends innovative solutions to meet client needs.
- Further develops client relationships and always adopts a client-centric approach.
- Understands and empathises with clients' perspectives, drivers, and challenges.

For Team Leaders

- Manages resources to deliver a high-quality service for clients.
- Helps others to prioritise.
- Proactively seeks client feedback to drive forward improvements.



Business Efficiency

Works efficiently and commercially to achieve our strategic priorities.

- Manages or supports projects as a technical expert.
- Takes decisions and prioritises resources to ensure that short to medium term fluctuations in demand and workload are met and managed efficiently.
- Supports the team to ensure effective management of workload.
- Manages and allocates resources to change projects.
- Considers commercial and budgetary implications of projects/tasks.

- Supports reporting on team activities, statistics or return on investment.
- Understands the impact of the decisions within the broader context of the firm's commerciality and priorities.
- Develops commercial awareness and understands how their role contributes to the success of the firm.



People

Collaborates, influences and manages people to bring out the best in them.

- Supervises, trains, mentors and coaches others to reach their full potential.
- Gives timely and constructive feedback on to others, where appropriate.
- Contributes to the Quarterly Conversations and performance management of others, where relevant.
- Adapts style of supervision to bring out the best in people.
- Supervises the performance of small teams.

- Influences and supports others by leveraging technical expertise.
- Escalates resourcing needs to ensure others are supported in their work.
- Proactively participates in recruitment, induction, and onboarding to grow the team and successfully integrate new colleagues.
- Seeks out opportunities to develop their leadership skills and recognises that leadership is not always linked to seniority.



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Knowledge and Expertise

Develops and maintains knowledge, skills, and expertise to produce excellent work.

- Proactively develops and maintains expertise which supports the department, the firm's strategy and brand proposition.
- Pre-empt challenges and solves problems using sound judgement and experience.
- Embraces change and helps others to adapt to change.
- Addresses issues with a high degree of technical expertise or complexity, making decisions and managing risks.

- Role models a learning mindset, spotting opportunities for self and team to develop and improve.
- Responds proactively to market changes, trends, and challenges, assessing the value for RPC.
- Develops and shares knowledge in broader related specialisms.



Clients

Delivers commercial solutions and an outstanding client experience to help our external and internal clients achieve their ambitions.

- Influences at a senior level to deliver for clients and enhance the client experience.
- Builds strong relationships with a broad range of clients based on credibility and trust.
- Manages the client experience to develop trusted relationships.
- Collaborates with clients to achieve objectives and assess future requirements.
- Prioritises the client experience and builds this into solutions.
- Resolves complex and broad client queries and issues.

- Uses expertise and judgement to confidently influence client-oriented situations.
- Coaches team to build strong client relationships, encourages others to take responsibility for responding promptly to client queries and owning follow up, and role models these behaviours.



Business Efficiency

Works efficiently and commercially to achieve our strategic priorities.

- Manages team resourcing needs, building business case for optimum resource model.
- Works outside the team on projects, with multiple internal and external stakeholders.
- Manages resources, people, budgets, or projects efficiently.
- Uses data to drive decision making.
- Plans projects and thinks ahead to deliver on time and on budget.
- Anticipates challenges and builds this into project plans.
- Escalates issues where project scope, budget or resources may be impacted.

- Understands and shapes budget management activities relating to a specific project or area of work.
- Provides solutions which are commercial and within budget.
- Proactively evaluates improvements to policies, processes, and procedures.
- Contributes to compiling collateral for PEX / EXCO.
- Considers team wellbeing when allocating resources.



People

Collaborates, influences and manages people to bring out the best in them.

- Plans the development of others by providing stretching work and learning opportunities.
- Delivers Quarterly Conversations for the team.
- Provides robust and constructive feedback on performance issues or behaviours which are not aligned to the firm's values.
- Seeks performance feedback from others outside of the team, to help optimise performance.
- Coaches and develops people to achieve their full potential.
- Encourages collaboration within own team and across RPC.

- Leads people flexibly, values difference and manages hybrid working effectively to optimise performance.
- Demonstrates good leadership with more junior members of the team.
- Builds awareness of own leadership style, understands there are different ways to lead, and seeks to refine approach.
- Creates an inclusive and engaged team that recognises and celebrates achievements.
- Takes responsibility for looking out for people's wellbeing and balance, escalating as appropriate.



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Knowledge and Expertise

Develops and maintains knowledge, skills, and expertise to produce excellent work.

- Possesses and continually develops broad and deep subject matter technical knowledge and expertise.
- Takes responsibility for providing broad and complex advice, solving problems for stakeholders.
- Spots issues outside of their own area of expertise and takes appropriate action, collaborating with colleagues across specialisms to problem solve.
- Thought leader in their specialism and sought out for practical, commercial advice and expertise.

- Anticipates and understands technical changes in the market and shares this understanding to achieve strategic ambitions.
- Mitigates risk with commercial reality and pragmatism.
- Understands role as ambassador of the brand and seeks opportunities to promote the brand externally.



Clients

Delivers commercial solutions and an outstanding client experience to help our external and internal clients achieve their ambitions.

- Acts as an escalation point to resolve complex issues.
- Manages teams, prioritises resources and projects to deliver an outstanding client service.
- Leverages deep and broad client relationships to contribute to the achievement of the firm's ambitions.

- Constructively challenges and influences clients with credibility to achieve the best result for the firm.
- Reads client dynamics well, is sensitive to different perspectives.



Business Efficiency

Works efficiently and commercially to achieve our strategic priorities.

- Identifies and leads change programmes to achieve our ambitions working with senior stakeholders
- Manages complex projects with senior stakeholders.
- Utilises a broad range of resources with a commercial mindset to achieve programme objectives.

- Evaluates the financial and commercial implications and benefits of projects.
- Turns strategy into action and solves complex or unique problems.
- Prepares reports and can present as required to senior boards and advisory groups, such as PEX and EXCO.



People

Collaborates, influences and manages people to bring out the best in them.

- Plans the development of others by providing stretching work and learning opportunities.
- Delivers Quarterly Conversations for the team.
- Provides robust and constructive feedback on performance issues or behaviours which are not aligned to the firm's values.
- Seeks performance feedback from others outside of the team, to help optimise performance.
- Coaches and develops people to achieve their full potential.
- Encourages collaboration within own team and across RPC.

- Leads people flexibly, values difference and manages hybrid working effectively to optimise performance.
- Demonstrates good leadership with more junior members of the team.
- Builds awareness of own leadership style, understands there are different ways to lead, and seeks to refine approach.
- Creates an inclusive and engaged team that recognises and celebrates achievements.
- Takes responsibility for looking out for people's wellbeing and balance, escalating as appropriate.



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- Applies broad and deep technical knowledge to support the firm's strategic priorities and identifies opportunities to achieve them.
- Applies strong problem-solving skills to generate innovative solutions.
- Thinks ahead and makes decisions at pace that are aligned to firm's strategic priorities.

- Cultivates a continuous learning approach to work, setting the tone for their team and the firm.
- Role models a knowledge sharing mindset to achieve the function and firm's ambitions.



Clients

Delivers commercial solutions and an outstanding client experience to help our external and internal clients achieve their ambitions.

- Defines the client service delivery and experience standards for the function and ensures delivery against them.
- Manages expectations and challenges client requests to ensure alignment with strategic priorities and drivers.
- Anticipates future service delivery requirements, including setting strategy and resource planning.

- Sets the tone for collaborative problem-solving, empowering others to think innovatively to provide clients with the best possible outcome.
- Achieves outstanding client experience by thinking like a client, understanding their priorities, and leading initiatives to improve service delivery.
- Leads client listening activity through trusted relationships to continually improve client experience.



Business Efficiency

Works efficiently and commercially to achieve our strategic priorities.

- Undertakes multiple complex strategic projects and takes overall accountability for the quality of work done by others
- Takes responsibility for ensuring the function is adequately resourced to achieve the firm's strategic objectives, contributing to the business case for change.
- Collaborates across functions to share resource and bring together the best combination of skills to deliver strategic priorities.
- Holds budgetary responsibility and performance accountability for the function within the context of the wider firm's financial priorities.
- Takes ultimate responsibility for team delivery of projects on time and on budget.

- Ensures team understands the strategic and financial benefits of their activities to drive efficiencies.
- Creates and produces management reports on functional activities, statistics or return on investments.
- Presents at EXCO / PEX, representing own functional area.
- Commits to the firm's strategic objectives and manages the team and work to achieve these.
- Contributes to the development of the broader dept. and firm strategy.
- Takes a strategic overview of the function to deliver on the firm's priorities.



People

Collaborates, influences and manages people to bring out the best in them.

- Takes leadership responsibility for their teams.
- Sets the tone of a supportive development culture to enable the team to achieve their ambition.
- Inspires exceptional people performance through building an energised community with a shared purpose.

- Collaborates and influences across the firm to achieve their function's ambitions.
- Communicates strategic direction to ensure alignment and achieve firm ambitions.
- Takes responsibility for resourcing their function.



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Knowledge and Expertise

Develops and maintains knowledge, skills, and expertise to produce excellent work.

- Applies broad and deep technical knowledge to support the firm's strategic priorities and identifies opportunities to achieve them.
- Applies a deep expertise in a particular sector and area of law. Delivers commercial outcomes.
- Applies strong problem-solving skills to generate innovative solutions.
- Thinks ahead and makes decisions at pace that are aligned to firm's strategic priorities.
- Cultivates a continuous learning approach to work, setting the tone for their team, clients and the firm.
- Role models a collaborative knowledge sharing mindset, and coaches others to achieve the function and firm's ambitions.

- Seeks out multiple perspectives and new developments.
- Proactively develops and maintains a network of contacts to develop market intelligence and know how.
- Exercises sound judgement in operating to the highest professional standards to uphold the integrity of RPC, team and self.
- Understands the importance of and complies with the regulatory requirements of the SRA and other local regulatory bodies including the firm's internal policies and processes which are in line with regulatory requirements, our risk management and risk tolerances. Ensures the team does the same.



Clients

Delivers commercial solutions and an outstanding client experience to help our external and internal clients achieve their ambitions.

- Defines the client service delivery and experience standards for the function and ensures delivery against them.
- Contributes technical expertise on complex, highly nuanced client issues to deliver stellar client service.
- Manages expectations and challenges client requests to ensure alignment with strategic priorities and drivers.
- Anticipates future service delivery requirements, including setting strategy and resource planning.
- Optimises the use of resources, ensures the right mix of expertise and skills required and is creative with resourcing and delivery models.

- Is a role model for the use of available technology tools, processes and support to assist in service delivery. Encourages ideas for improvement and innovation
- Sets the tone for collaborative problem-solving, empowering others to think innovatively to provide clients with the best possible outcome.
- Collaborates with RPC partners and other Business Services departments to ensure a consistent, value add seamless experience.
- Achieves outstanding client experience by thinking like a client, understanding their priorities, and leading initiatives to improve service delivery.
- Leads client listening activity through trusted relationships to continually improve client experience.



Business Efficiency

Works efficiently and commercially to achieve our strategic priorities.

- Undertakes multiple complex strategic projects and takes overall accountability for the quality of work done by others
- Takes responsibility for ensuring the function is adequately resourced to achieve the firm's strategic objectives, contributing to the business case for change (where appropriate).
- Collaborates across functions to share resource and bring together the best combination of skills to deliver strategic priorities.
- Takes ultimate responsibility for team delivery of projects on time and on budget.
- Ensures team understands the strategic and financial benefits of their activities to drive efficiencies.

- Actively contributes to the creation of management reports on functional activities, statistics or return on investments.
- Commits to the firm's strategic objectives and manages the team and work to achieve these.
- Contributes to the development of the broader dept. and firm strategy.
- Takes a strategic overview of the function to deliver on the firm's priorities.



People

Collaborates, influences and manages people to bring out the best in them.

- Takes leadership responsibility for any direct report(s) where relevant
- Sets the tone of a supportive development culture to enable the team to achieve their ambition.
- Inspires exceptional people performance through building an energised community with a shared purpose.

- Collaborates and influences across the firm to achieve their function's ambitions.
- Communicates strategic direction to ensure alignment and achieve firm ambitions.
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- Takes collective responsibility for firm and team achievements.
- Understands the importance of keeping up to date with Firmwide developments and communications.
- Takes responsibility for maintaining personal health, wellbeing, and balance, and supports colleagues to do the same.
- Understands and embraces [Spark our Future](#) principles and supports others to adopt them.
- Understands and embraces workplace standards set out by relevant regulatory bodies and always behaves with integrity.



Knowledge and Expertise

Develops and maintains knowledge, skills, and expertise to produce excellent work.

- Acts as a leading authority on their expertise within the firm and is recognised as the go to subject matter expert for PEX/EXCO to achieve strategic objectives.
- Strengthens subject matter expertise through networks and by presenting externally on RPC's activities, achievements and return on investment.

- Uses knowledge of the firm's strategy and priorities to identify key organisational risks and advises on how to mitigate against these.



Clients

Delivers commercial solutions and an outstanding client experience to help our external and internal clients achieve their ambitions.

- Takes full responsibility for their area for the delivery of client service and the client experience.
- Creates an environment of excellent service delivery to address the strategic needs of clients.
- Builds a strong reputation and is well known, respected, and sought out by senior clients.

- Understands and navigates the complex political landscape and manages relationships to deliver the best outcomes for the client and the whole business.
- Proactively seeks opportunities to collaborate with senior clients to build deep relationships and achieve the firm's ambitions.



Business Efficiency

Works efficiently and commercially to achieve our strategic priorities.

- Leads, initiates, or sponsors significant strategic change programmes.
- Shapes change programmes that impact across the whole firm.
- Navigates complex stakeholder management requirements and balances conflicting priorities to achieve business objectives.

- Holds decision-making responsibility for their own dept in matters that are visible, significant, and directly impact at the most senior levels of the firm.



People

Collaborates, influences and manages people to bring out the best in them.

- Recognised as a leader who has built collaborative relationships across the firm at all levels of seniority.

- Navigates complex stakeholder management to deliver the best outcomes for the firm.
- Leads, influences, and guides at all senior levels of the firm.



Culture

Engages with our Culture, commits to our Values, and participates in activities to support them.

- Role models and promotes RPC Values, proactively contributes to our culture, and participates in activities to support these.
- Understands the commercial and cultural benefits of our DEIB (Diversity, Equity, Inclusion and Belonging) and ESG (Environmental, Social and Governance) approach as set out in our [Responsible Business Report](#) and commits to taking action.
- Acts authentically and encourages others to do the same.
- Contributes to a supportive team culture that encourages inclusive collaboration and enables the team to achieve their ambitions.
- Proposes improvements to enhance the team or firm culture.
- Highlights behaviours that do not represent RPC Values or our DEIB practices and escalates with the appropriate person.
- Ensures organised events are inclusive and considers diverse needs.

- Supports and understands our 'one firm' approach, and always considers geographical and cultural differences.
- Takes collective responsibility for firm and team achievements.
- Understands the importance of keeping up to date with Firmwide developments and communications.
- Takes responsibility for maintaining personal health, wellbeing, and balance, and supports colleagues to do the same.
- Understands and embraces [Spark our Future](#) principles and supports others to adopt them.
- Understands and embraces workplace standards set out by relevant regulatory bodies and always behaves with integrity.



Knowledge and Expertise

Develops and maintains knowledge, skills, and expertise to produce excellent work.

- Uses deep and broad specialist knowledge to shape the firm's strategic agenda and priorities.
- Widely recognised internally and externally as a future facing thought leader.
- Utilises longstanding external relationships to strengthen specialist knowledge and expertise to bolster the success and reputation of the firm.

- Acts as the ultimate point of escalation for complex challenges.
- Takes ultimate responsibility for decision making.



Clients

Delivers commercial solutions and an outstanding client experience to help our external and internal clients achieve their ambitions.

- Balances many different strategic priorities and areas of focus with versatility, whilst managing the expectations of multiple, and sometimes competing, clients.

- Sets the overall direction, objectives, and priorities for the department, based on the firm's strategic priorities, regularly reviewing progress and performance.



Business Efficiency

Works efficiently and commercially to achieve our strategic priorities.

- Takes joint accountability (along with other BS Directors) for the success of the firm, and specific accountability for their department.
- Leads strategic change programmes and develops business case for investment.
- Takes responsibility to ensure that the whole department has the most appropriate resource mix, maximising the use of technology to drive efficiencies.
- Takes ultimate accountability for the departmental budget and ensuring return on investment.
- Drives and sets the agenda for continual improvement and programmatic change to achieve the firm's strategic objectives.

- Reports departmental and firmwide progress against strategic priority areas and workstreams to EXCO and PEX.
- Sets the strategy for the growth and business efficiency of the department and drives activities to support this.
- Takes ultimate responsibility for planning, managing, and progressing complex firmwide strategic projects.



People

Collaborates, influences and manages people to bring out the best in them.

- Fosters respected and collaborative relationships with senior stakeholders to assert the firm and department's needs.
- Represents and advocates for the department at Partner and Board level to drive, shape and influence the firm's agenda.

- Role models inspirational leadership to bring the dept. together to encourage collaboration and motivate them to achieve exceptional performance.
- Takes a departmental view to ensure optimal recruitment strategy.