

Technology Innovation Analyst

JOB SPECIFICATION

Gateley

POSITION:	Technology Innovation Analyst
LOCATION:	Birmingham
CONTRACT TYPE:	Permanent

The *role*

You will work closely with the Head of Technology Innovation, Technology Innovation Lead, business stakeholders and clients to design, develop, and deliver innovative technology solutions that drive productivity and efficiency for the benefit of Gateley and its clients. This role is pivotal in supporting our commitment to innovative legal and business service delivery, combining process analysis with hands-on technical solution building to develop, prototype, and roll out truly impactful digital solutions.

The role will also engage with existing suppliers and potential new vendors to explore new tools and technologies and consider their potential use by Gateley and our clients. Lastly, the role will also play a key role in our Centre of Excellence approach supporting the rollout, adoption, and optimisation of AI-powered assistance and workflow tools such as Microsoft Copilot and similar platforms. This includes configuring playbooks, developing and refining prompts, supporting citizen development practices, and promoting best practices for AI assistant usage across the business.

The Technology Innovation Analyst will be responsible for:

- Collaborating with IT Business Partners, legal and business teams to identify opportunities for technology-driven process improvement.
- Analysing business requirements and translating them into technical solution options.
- Designing, prototyping, and implementing technology solutions including but not limited to document automation, workflow tools and portal solutions
- Liaising between business stakeholders, development teams, third parties, and clients to deliver robust solutions.
- Assisting in the configuration and ongoing optimisation of AI assistant playbooks and workflows.
- Developing, testing, and refining prompts to maximise the effectiveness of AI assistants for end users.
- Providing training and support to users on new solutions.
- Monitoring usage and gathering feedback to inform continuous improvement of all purchased and developed solutions.
- Maintaining open and effective communication with users and stakeholders throughout solution delivery.
- Achieving buy-in from stakeholders and minimising risk in solution delivery.
- Supporting the rollout and adoption of AI powered assistance and workflow tools (e.g., Microsoft Copilot and others) across the business providing guidance on use and configuration to stakeholders.
- Engaging with existing suppliers and potential new vendors to explore new tools and technologies across the legal technology and wider technology market.
- Complying with company policies and procedures.

The above description is not an exhaustive list due to the nature of the role. Therefore, the job holder may be required from time to time to carry out other ad hoc tasks as requested.

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The *team*

Gateley Plc has a dynamic and collaborative IT department. We are growing our team to over 60 staff members in total across IT Service, Infrastructure, Architecture, Security, Change Management, Development and Technology Innovation.

Our Technology Innovation team is dynamic and collaborative, responsible for delivering transformational change and innovative technology driven solutions across the business and engaging and educating users in the usage and potential of technology. You will join a group of professionals passionate about leveraging technology to improve legal and business service delivery.

The *person*

This opportunity would ideally suit an individual with a background in law, technology, or both. The successful candidate will demonstrate:

- Experience working with technology platforms relevant to legal or professional services including but not limited to document automation, workflow tools and portal solutions.
- Strong analytical and problem-solving skills.
- Excellent communication and stakeholder management abilities.
- Willingness to learn new skills and educate others.
- Ability to translate business needs into effective technology solutions.
- Ability to work independently and as part of a team.
- Strong organisational skills and ability to manage multiple priorities.
- Experience or strong interest in AI assistants (Microsoft Copilot or similar), prompt engineering, or automation tools is desirable.
- Experience of use of portal solutions such as HighQ and SharePoint and document automation solutions such as Document Drafter or similar is desirable.
- Confident in supporting and training users on new technologies.

Essentially, all candidates must have the following attributes:

- Ability to understand business terminology and systems.
- Ability to communicate complex technical concepts to stakeholders of varying degrees of technical understanding.
- Ability to build trusted relationships with senior stakeholders.
- Willingness to learn new skills and educate others.
- A responsible and honest attitude.
- Ability to prioritise work
- Ability to work on own and be a good team player.
- Manage deadlines and prioritise work.

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.

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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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