

## Job description

# Senior Legal Designer

## Key activities and responsibilities

A senior legal designer is an experienced designer who works with minimal support and can influence and mentor others. They play a crucial role in transforming how climate-aligned products and services are designed and delivered, making them more user-centric, accessible, and effective.

### Strategic planning and alignment

- **Strategy development:** Work with the leadership team to contribute to the development of strategic initiatives to drive climate-aligned innovation within legal services.
- **Strategy alignment:** Ensure that legal design initiatives align with the organisation's strategies and contribute to our goals and objectives.

### Design and innovation

- **Design thinking:** Apply design thinking principles to understand user needs, define problems, ideate solutions, prototype, and test climate-aligned legal products and services.
- **Process improvement:** Redesign existing legal processes and workflows to make them more climate-aligned whilst also being efficient, user-friendly, and accessible.
- **Continuous improvement:** be responsible for a small number of live products and services and lead their maintenance roadmap based on insights gathered from quantitative and qualitative data.

### Research and analysis

- **User research:** Conduct lightweight user research to understand the needs, behaviours, and pain points of users interacting with legal systems, processes or documents.

- **Legal research:** Capability to conduct thorough legal research to inform design decisions and ensure compliance with relevant laws and regulations.
- **Data-driven design:** Ability to analyse user data and feedback to inform and refine legal designs, ensuring they meet user needs and organisational goals.

## Technical and communication

- **Journey mapping:** Develop detailed service blueprints and user journey maps that outline all user interactions throughout the use of a product or service.
- **Prototyping and testing:** Develop prototypes of legal products or services and conduct lightweight usability testing to gather feedback and iterate on designs.
- **Plain language writing:** Skill in translating complex legal jargon into clear, simple, and understandable language for non-expert users.
- **Visual communication:** Ability to create basic visual aids such as infographics, diagrams, and flowcharts to explain legal concepts and processes.

## Design leadership

- **Continuous learning:** Stay updated on trends in climate science, legal tech, legal design and innovation, and apply new tools and methodologies to improve our work.
- **Knowledge sharing:** Use show and tells, weeknotes, blog posts and articles to disseminate knowledge within the organisation and the broader legal community on topics related to legal design, innovation, and the intersection of law and climate.
- **Industry influence:** Establish yourself as a thought leader in the legal design community by regularly contributing content that highlights emerging trends, challenges, and opportunities in climate-aligned legal design.

## Project leadership

- **Multidisciplinary collaboration:** Work closely with legal professionals, designers, researchers, and stakeholders to co-create legal solutions.
- **Design advocacy:** Advocate for legal design principles and practices within the organisation, helping to foster a culture that values user-centred design and continuous improvement.
- **Help lead agile comms and ceremonies:** Work with the Delivery Manager to lead on writing weeknotes, stand-ups, show-and-tells, and retrospectives
- **Facilitating workshops:** Lead co-creation workshops and design sprints with cross-functional teams to generate ideas, solve problems, and drive consensus on design solutions.

## Skills, qualifications and experience requirements

### Skills

#### Agile and Lean practices (practitioner)

- identify and compare the best processes or delivery methods to use, including measuring and evaluating outcomes
- help the team to decide the best approach
- help teams to manage and visualise outcomes, prioritise work and adhere to agreed minimum viable product (MVP), priorities and scope

#### Communicating between the technical and non-technical (practitioner)

- listen to the needs of technical teams and stakeholders align, and interpret them
- effectively manage stakeholder expectations
- manage active and reactive communication
- support or host difficult discussions within the team or with diverse senior stakeholders

### **Community collaboration (practitioner)**

- work collaboratively in a group, actively networking with others
- adapt feedback to ensure it's effective and lasting
- use your initiative to identify problems or issues in the team dynamic and rectify them
- identify issues in the team through Agile ceremonies, such as retrospectives, and help to stimulate the right solutions

### **Legal perspective (practitioner)**

- Knowledge of legal concepts, regulations, and procedures for designing compliant and effective legal solutions.
- Ability to draft, analyse, and simplify legal documents such as contracts, terms of service, and policies.
- Stay updated on legal trends and regulatory changes to ensure that designs meet current legal standards.

### **Evidence- and context-based design (practitioner)**

- generate and test multiple solutions to a problem
- absorb large amounts of conflicting information and use it to produce simple designs

### **Leadership and guidance (practitioner)**

- make decisions characterised by medium levels of risk and complexity and recommend decisions as risk and complexity increase
- build consensus between services or independent stakeholders
- identify problems or issues in the team dynamic and rectify them
- engage in varying types of feedback, choosing the right type at the appropriate time and ensuring the discussion and decision stick
- bring people together to form a motivated team and help create the right environment for a team to work in
- facilitate the best team makeup depending on the situation

### **Managing decisions and risks (practitioner)**

- work with consequential or complex risks
- build consensus between services or independent stakeholders

- lead others to make good design decisions
- apply different risk methodologies in proportion to the risk

### **Prototyping (practitioner)**

- approach prototyping as a team activity, actively soliciting prototypes and testing with others
- establish legal design patterns and iterate them
- use a variety of prototyping methods and interventions and choose the most appropriate

### **Strategic thinking (expert)**

- lead the design and implementation of strategy, directing the evaluation of strategies and policies to ensure organisational requirements are being met

### **User focus (expert)**

- give direction on which tools or methods to use
- demonstrate experience in meeting the needs of users across a variety of channels
- bring insight and expertise in how user needs have changed over time to ensure they're met by the organisation
- apply strategic thinking to provide the best product or service for the end user

### **Working within constraints (working)**

- identify, communicate and work within constraints
- challenge the validity of constraints
- ensure standards are being met

## Qualifications

### Educational background

- **Law degree (LL.B or J.D.):** A formal legal education, with a deep understanding of legal principles, contracts, regulations, and compliance.
- **Design related education (optional but beneficial):** A background in design, such as a degree or coursework in service design, user experience (UX) design, or a related field.
- **Interdisciplinary studies (optional but beneficial):** interdisciplinary education that combines law, business, and design.

### Certifications

- **Legal practice certification (optional):** A professional qualification or a masters in Law or related, relevant field.
- **Design certifications (optional):** Certifications in design thinking, service design or systems thinking, such as those offered by institutions like IDEO, Nielsen Norman Group.
- **Legal tech certifications (optional):** Certifications related to legal technology, such as those offered by organisations like Legal Technology Core Competencies Certification Coalition (LTC4)

## Experience

- **Legal experience:** Typically, 5 - 10+ years of experience working in a legal environment, such as a law firm, in-house legal department, or legal consultancy, with exposure to various legal areas.
- **Design experience:** Typically, 3 - 5+ years of applying design thinking to legal challenges, including roles like legal designer, service designer, or UX designer in a legal context.
- **Project leadership:** Typically, 3 - 5+ years in leading or managing design projects, particularly those involving legal services or products, with a track record of successful delivery.