



JOB DESCRIPTION

Title:	Senior Information Officer
Hours:	9.30 am to 5.30 pm, and as required, flexible applications considered
Working week:	Monday – Friday (Working 4 days a week)
Responsible to:	Head of Research, Information & Knowledge Support
Department:	Research, Information & Knowledge Support (RIKS)
Purpose of job:	To provide a comprehensive, high-quality, responsive and innovative information and research service to partners and staff across the firm, working as a senior member of the RIKS team. The Senior Information Officer is a senior technical specialist who provides expert research and information support, coordinates the day-to-day operation of the research service, and develops the research capabilities of the team through coaching, mentoring and promotion of effective research methodologies, including AI-assisted research techniques.

Main duties and responsibilities will include:

Research & Enquiries Leadership

- To undertake the most complex, sensitive, high-value and partner-led research enquiries, presenting the results in a clear, succinct format, as required and to deadline.
- Acts as a senior subject matter expert for legal, business and competitive intelligence research.
- To provide quality assurance and guidance on research outputs, both for self and junior team members.
- To maintain expertise in research tools, platforms and methodologies.
 - To maintain awareness of the firm's practice areas and sector focus to provide contextually relevant research support.
- Acts as a champion for emerging research technologies and AI-enabled research tools, while exercising sound judgement about the reliability and accuracy of outputs.
- Identifies opportunities to improve research workflows through technology and process enhancements.

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Service Coordination

- To coordinate day-to-day workflow across the team, triage, allocate and delegate research enquiries.
- Monitors workloads and service capacity.
- Supports rota planning and service coverage arrangements.
- Acts as the first point of escalation for operational issues.
- Supports collection and reporting of service statistics and management information.

Current Awareness services:

- Lead development and reporting of current awareness products and services. To evaluate the relevance and quality of content and ensure updates are appropriately targeted to recipient needs.

Training

- To create training materials and deliver advanced training sessions on RIKS resources, legal research skills and effective and responsible use of AI-assisted research tools for fee-earners, trainees and other business services staff. Create guidance materials, best practice notes and supporting resources.

Promoting the Service:

- To act as an advocate for the RIKS function, attending departmental and practice group meetings as required to raise awareness of the team's services, build relationships with fee-earners and business services colleagues, and identify unmet needs.

Process Improvement:

- To contribute to the continuous improvement of RIKS processes and workflows, identifying inefficiencies and working with the Head of RIKS to implement changes and develop team procedures and best practice guidance.

Team Supervision & Support:

To allocate work to, supervise and coach Information Officers and other junior team members, contributing to their development and supporting the Head of RIKS with performance management as required. This includes:

- Coaching in effective legal, business and sector research techniques.
- Mentor junior team members and support professional development.
- Support onboarding and induction of new team members.
- Encouraging adoption of appropriate AI-enabled research tools and practices across the team.
- Providing guidance on prompt development, validation of AI-generated outputs and good practice in AI-assisted research.
- Supporting colleagues in combining traditional research methods with AI-enabled tools to improve efficiency and quality.

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Deputising for the Head of RIKS:

To deputise for the Head of RIKS in their absence, providing continuity of leadership and oversight across the team's operations and escalating matters as appropriate.

Information Officer support

To support the Information Officer with the following tasks and to ensure continuity of cover:

- General administrative tasks and library housekeeping:
Starters, movers and leavers admin.
Filing, book processing, archiving and document delivery.
Keeping the main library and department libraries in good order. Other general administrative duties as required.
- Collection management
Management of the hard copy and digital collections, purchasing, assisting with finance management and budget control, and maintaining accurate records of subscriptions and resources.
- Current Awareness services:
Provision of tailored updates and alerts.
- Knowledge Management:
To provide support to the firm, working with the Head of Knowledge, knowledge lawyers and others in the knowledge team. To collate and manage knowhow and curate grounding documents for AI systems, and to work on firm wide knowledge projects.
- Training & Inductions:
To support the RIKS team in providing legal research training to fee-earners; delivering inductions and specialised trainee training and ad hoc sessions as required. To assist in developing training materials and guidance on the use of research and knowledge tools.

Every effort has been made to ensure that this is a full description of the tasks and responsibilities of this role. However, it is not an exhaustive list. The job description may be changed or developed at any time to reflect changes as required. However, material changes will not be made without full consultation with the post-holder.

Kingsley Napley are committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will be considered for employment regardless of race, age, disability, gender identity, sexual orientation, gender reassignment, marriage and civil partnership, pregnancy and maternity and religion.

PERSON SPECIFICATION

Job Title: Senior Information Officer

	Essential
Knowledge and Technical Ability:	• Previous experience in a legal or professional services environment is essential • Experience of legal information research resources is essential • Able to demonstrate knowledge and expertise in this specialist area, with excellent research skills • Demonstrable experience of handling complex, high-value research requests, advising on research strategy and maintaining quality standards • Experience of scoping, managing, and responding to research requests, presenting findings clearly and to deadline. • Presents information in a clear, logical and structured manner with accurate spelling and grammar • Experience of current awareness or content aggregation platforms • Experience of supervising, coaching or mentoring junior colleagues • Excellent administration and organisational skills • Has a keen interest in developing knowledge and broadening their skill base to contribute to the business, including in relation to emerging research and knowledge technologies Desirable: • Experience of contributing to service development, process improvement or project work within an information or library function • Experience of knowledge management systems, know-how databases, or document management systems • Familiarity with AI-assisted research tools or large language model interfaces used in a professional services context • Experience of designing and delivering training or guidance to colleagues on research tools or techniques
Client Care:	• Acts as a trusted and authoritative point of contact within the team and deals with others in a professional manner • Maintains a high standard of work and consistently delivers within agreed timescales • Proactive and solutions focussed approach to managing flow of work • Ability to deal with high level workloads and changing priorities • Ability to remain calm under pressure and in demanding situations • Ability to work in a proactive and collaborative manner • Demonstrates an understanding of the needs of fee-earners and other internal clients, tailoring research outputs and communications accordingly
Firm Wide Skills:	• A good working knowledge of Microsoft Office applications (Outlook, Word, Excel, PowerPoint), and the the ability to learn new systems and platforms • Competence in legal research platforms, knowledge management

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	systems, and AI-assisted research tools used by the firm • Strong awareness of the importance of client confidentiality, information security and data protection • Demonstrates commercial awareness and an understanding of how the RIKS function supports the firm's business objectives
Attributes	▪ Ability to demonstrate behaviour in keeping with the firm's core values of Teamwork, Respect, Integrity, Fairness, Understanding and Commitment ▪ A collaborative and supportive team player who is willing to take a lead where required and promotes positive team relations ▪ Communicates effectively at all levels, both verbally and in writing ▪ Shares knowledge and information within the team ▪ Reliable, with excellent organisational skills and the ability to manage and prioritise a broad and varied workload ▪ Self-motivated and intellectually curious, with a genuine interest in legal information, knowledge management, and the evolving role of technology in research ▪ A proactive advocate for the value of the RIKS function within the firm

All applicants who are offered permanent or long-term employment, or partnership, will be subject to a criminal record check by the Disclosure and Barring Service (DBS) before the appointment is confirmed. Because Kingsley Napley LLP meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, a 'basic disclosure' will be sought. This will reveal 'unspent' convictions. A criminal record is not necessarily a bar to employment or partnership; each matter will be considered on its own circumstances and merits.