
Knowledge & Innovation Product Manager

Department: Knowledge & Innovation

The firm

Bristows is a market leading law firm with a global client base across the life sciences and technology sectors. The firm has maintained its high standing in the market with the strength of our legal expertise and our unique firm culture driven by our core values.

The role

The Knowledge & Innovation Product Manager owns and develops the technology products and platforms that support knowledge, innovation and AI across the firm, making sure they are useful, well-managed and aligned with how people actually work.

The role works across legal and business services teams to understand needs, shape priorities and turn ideas into practical, supportable solutions.

This is a hands-on product and delivery role focused on improving the Intranet and related platforms, making information easier to find, supporting AI and automation projects, and measuring whether those investments deliver value.

Key responsibilities

Platform and product ownership

- Own and develop the intranet and wider Knowledge & Innovation technology portfolio, including roadmaps, priorities, configuration, permissions and user experience.
- Translate business requirements into practical product and platform improvements, with clear advice on capability, feasibility, dependencies, cost and support implications.
- Maintain the technical and operational documentation, support arrangements and reusable configuration patterns needed for reliable services.

Technical delivery and adoption

- Configure and support environments, templates, workflows, permissions and reporting for demonstrations, pilots, rollout and ongoing improvement.
- Troubleshoot technical barriers to adoption and ensure solutions are usable, supportable and measurable before wider introduction.

AI, automation and innovation technology

- Configure, test and improve approved AI, automation and legal technology solutions within the firm's governance framework.
- Lead technical feasibility, configuration, integrations and support for pilots, and take ongoing product ownership of solutions that move into live use.

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- Develop reusable technical components and patterns so successful solutions can scale across the firm.

Information architecture, search and integration

- Implement and maintain taxonomy, metadata, content lifecycle rules, permissions and platform governance based on agreed business requirements.
- Own search configuration and improvement, including relevance, filters and synonyms, and use evidence of search success to improve findability.
- Integrate Knowledge & Innovation platforms with Microsoft 365, the document management system, the intranet and other systems used by lawyers.

Measurement and supplier management

- Build and maintain meaningful measures and reporting for platform use, adoption, search and solution performance.
- Act as the principal technical contact for relevant internal teams and suppliers, including technical and information governance input on new tools.

Skills & experience

- Demonstrable experience owning and developing business-critical platforms or technology products, including roadmap, backlog, configuration, releases and stakeholder prioritisation.
- Hands-on experience designing, configuring and implementing content management, workflow automation, integrations or low-code solutions across Microsoft 365, specifically SharePoint Online, Power Platform or comparable tools.
- Practical experience of AI-enabled technology and the ability to assess and support it from technical, security, information governance and operational perspectives.
- Experience configuring information architecture, metadata and enterprise search, with evidence of improving findability and usability.
- Confidence working with data and reporting, including building and maintaining meaningful usage, adoption and performance measures.
- Experience translating business requirements into technical solutions and explaining technical constraints in plain English.
- Experience working effectively with IT teams, suppliers and non-technical stakeholders in a matrix environment.
- Experience in a law firm or professional services environment is desirable but not essential.
- A practical, delivery-focused approach, with the discipline to document, standardise and share rather than create unsupported one-off solutions.
- A proactive approach, with the ability to identify risks, dependencies and opportunities early, propose practical solutions and drive continuous improvement.

Our values & culture

With around 300 staff and partners in total and one UK location, we are able to maintain a friendly atmosphere where everyone is able to get to know each other and many policies and practices can operate on a trust basis.

We are based in modern offices at Blackfriars and very much value face to face collaboration and the social element of working relationships. We have introduced a Remote Working Policy which enables staff to work in an agile way – we do not monitor attendance but ask that everyone spends more time in the office than out of it, typically three days a week for full time staff.

Our firm values, which we very much “live”, are Ambition, Bravery, Curiosity and Friendliness. These underpin all that we do across both our client work and our internal strategic decision making. None of our lawyers have billing targets which means we can focus on doing the best for our clients while also having the time and capacity to assist each other in a genuinely collaborative working culture.

Training & career progression

We aim to have a coaching culture with regular informal feedback to supplement the formal appraisal process. Mentoring schemes are available for fee earners while members of the HR team can provide personal coaching and guidance in non-legal and personal management skills.

Personal and professional development is much valued at all levels so we have a generous budget which enables us to meet most ad hoc requests for additional training.

Reward & benefits

Our salary and bonus structure reflects our absence of billing targets and collaborative culture and any bonus is paid as a simple percentage bonus across the whole firm. We have a flexible benefits package that is kept under regular review and is designed with the wellbeing of our staff and their families.

Diversity & inclusion

At Bristows we are committed to championing equality, diversity and inclusion for all, and we are a proud signatory of the Law Society’s Diversity and Inclusion Charter. As a firm, and as individuals, we do all we can to treat people fairly and with mutual respect. This commitment enriches our work and our working lives and has played a key part in our success over the years.

We have an active, partner-led Diversity & Inclusion group which runs awareness raising and educational initiatives in addition to ensuring that our policies and procedures remain inclusive.

It is our policy to provide equal opportunities for all employees and job applicants in relation to recruitment, selection, pay, training, working conditions and promotion opportunities regardless of age, disability, gender, gender affirmation, marital or civil partnership status, pregnancy, race, religion or belief and sexual orientation. For more information about EDI policies and practices at the firm, please [see here](#). For more information on our [firm values](#), [see here](#).