McLENNAN ROSS
LEGAL COUNSEL

PROJECT MANAGER & PROCESS ANALYST

Permanent, Full-time (Hybrid)

Edmonton or Calgary

Innovation and Knowledge Management Team

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Purpose

As McLennan Ross continues to grow, we are creating a new role on our Innovation Team: a Project Manager & Process Analyst who will bring structure, discipline, and a continuous improvement mindset to the firm's internal initiatives. This is the firm's first dedicated project management role supporting our business services teams. The role is responsible for leading the planning, coordination, and delivery of internal technology, operational, and innovation projects, and for analyzing the way the firm works to document processes and identify potential improvements.

The successful candidate will serve as the central project management and process analysis resource for cross-functional firm projects, ensuring initiatives are well-defined, appropriately scoped, effectively governed, and successfully executed. Equally, they will look beyond individual projects to identify inefficiencies, map and redesign workflows, and help embed a culture of continuous improvement across business services. Accountable for project delivery, they will work closely with executive sponsors, partners, subject matter experts, and technology teams to drive results.

Role at a Glance

- Firm's First Project Manager
- Process Mapping
- Change Management
- Continuous Improvement
- Implement a PM Framework
- Governance & Reporting
- Stakeholder Engagement
- Advance AI Adoption & Agents

A detailed job description is available on page two

Success Factors

- Establishing credibility quickly with lawyers, business professionals and firm leadership.
- Introducing a project intake and management framework that brings clarity, accountability and structure to complex initiatives.
- Identifying opportunities to improve workflows and recommending changes that increase consistency, quality and efficiency.
- Maintaining project momentum while managing scope and balancing competing priorities across the firm.
- Supporting thoughtful decisions on data management and technology integration.
- Taking a collaborative approach to stakeholder engagement and change management by building awareness and working toward consensus.

What We're Looking For:

Education & Training

- Bachelor's degree in business, economics, commerce, technology or a related field.
- Professional development in Project Management, Change Management, Business Analysis, Lean Six Sigma (LSS) or similar.
- Ideally, at least one of the following certifications: PMP, CBAP, Prosci, LSS Green Belt or Higher

Experience

- Intermediate career stage, with 5 years of direct project management experience.
- Advanced working knowledge of Microsoft 365 apps including SharePoint, Teams, Power BI, Planner, Loop, Power Automate and Visio.
- Hands-on experience with various artificial intelligence technology. Contributing towards enterprise adoption is a significant asset.
- Experience working in a law firm or professional services setting is an asset.

To apply, please e-mail your cover letter and resume to human.resources@mross.com

JOB DESCRIPTION

McLENNAN ROSS
LEGAL COUNSEL

PROJECT MANAGER AND PROCESS ANALYST

Accountabilities	Responsibilities
Project Planning and Delivery	• Build, from the ground up, practical and scalable project management frameworks, templates, and standards suited to the firm's current level of project maturity. • Create and manage project charters, work breakdown structures, timelines, milestones, and deliverables. • Facilitate requirements gathering and business needs analysis. • Define project scope and help stakeholders make objective decisions regarding priorities and project boundaries. • Coordinate project activities across multiple departments and stakeholder groups. • Monitor project progress and ensure timely completion of deliverables. • Identify, escalate, and help resolve project risks, issues, and roadblocks. • Manage project scope changes and prevent unnecessary scope creep. • Track project budgets, resource requirements, and benefits realization against the original business case. • Deliver regular project status updates to sponsors and leadership. • Conduct post-implementation reviews and lessons-learned sessions, and apply the findings to future projects.
Change Management and Stakeholder Engagement	• Develop stakeholder engagement strategies that promote project adoption and organizational alignment. • Build awareness and support for project initiatives across the firm. • Navigate competing priorities, organizational dynamics, and stakeholder concerns. • Facilitate productive discussions and help manage conflict throughout the project lifecycle. • Support project sponsors in driving organizational change, including developing communication plans, training materials, and user adoption activities.
Process Analysis and Continuous Improvement	• Lead current-state assessments of business services processes (for example, finance, HR, records, IT, marketing, and practice support) to identify inefficiencies, bottlenecks, and opportunities for improvement, standardization, or automation. • Create current-state and future-state process maps, workflow documentation, and standard operating procedures. • Apply continuous improvement methods (such as Lean, Six Sigma, or Kaizen principles) to reduce waste, rework, and manual effort. • Define process metrics and key performance indicators, establish baselines, and measure the impact of changes over time. • Develop business cases and recommendations that align with firm objectives and technology capabilities, and maintain a pipeline of improvement opportunities for leadership prioritization. • Coach business services teams in process thinking and simple improvement tools so that continuous improvement becomes part of everyday work.
Governance and Project Management Excellence	• Establish project governance practices from project initiation through post-implementation review. • Clarify and document roles, responsibilities, sponsorship structures, and decision-making authorities. • Promote documentation, standardization, and project management best practices. • Contribute to the development of a project management culture within the firm. • Maintain a view of the firm's internal project portfolio and support leadership in prioritization and portfolio planning discussions.
Innovation and Technology Initiatives	• Support projects involving technology implementation, process innovation, automation, data management, and AI-enabled solutions. • Help ensure project decisions consider long-term data management, integration, and scalability requirements.
Service to the Firm	• Support business services teams, firm leadership and lawyers, including practice group initiatives that affect how legal services reach clients. • Prepare people for change through clear communication, training and follow-through.

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