



### Legal Risk Manager (Legal Director)

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**As the firm's legal risk manager, I aim to help colleagues to produce the best outcomes for our clients and to solve problems when they arise.**

As legal risk manager, I draw on all the skills and experience I gained as a professional negligence specialist solicitor and as the professional support lawyer for our dispute resolution teams and our private wealth team.

I enjoy developing ways to do things better, from the point when someone joins the firm, or a new client comes on board through to the end of their journey with us. If things don't go to plan, I work with colleagues and clients to find the best possible outcome.

Empathy and listening skills are important, as is an ability to understand issues across the whole of the firm's practice. It's challenging but rewarding to try to find solutions.

### Areas of expertise:

- Dispute resolution
- Problem solving
- Precedent and process development

### Qualifications and memberships

- Admitted as a solicitor in November 1993
- Solicitors Finals 1991
- Common Professional Exam (conversion course to law) 1990
- BSc Hons Chemistry with Management 1988



If I'm unavailable, please contact:

## Catherine Chapman

Client Care Advisor

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## Sharon Borrows

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