



### **Partner and Head of Legal Support Services**

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**I manage our central services division. My role is to optimise the way we work, ensuring that outstanding client service at the heart of everything we do.**

Previously a commercial real estate lawyer of 15 years' practice, I now work with legal and support teams throughout the firm to ensure that the right tasks are carried out by the right people, delivering the best client experience.

Combining an understanding of people, process and technology, my goal is to ensure that Cripps operates as a well-oiled machine, so that our clients benefit from the right expertise at the right time and enjoy a smooth journey to their desired legal outcome.

I am part of the 'Spark' team at Cripps our programme of innovation on client services delivery. Using design thinking techniques, I work closely with clients to find the solutions they need and help the Cripps teams deliver client goals.

### Qualifications and memberships

- Admitted as a solicitor in October 2003
- BigHand Workflow User Group Board Member
- Contributor to a Small Firms Managing Partner forum

[If I'm unavailable, please contact:](#)

### Jo Taylor

PA to Director of Operations, Head of Technology and Innovation, and Head of legal support services



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