

STEWARTS

Paralegal (AI Knowledge and Adoption)

Reports to	Knowledge Director / Knowledge Lawyer
Works with	Knowledge Lawyers; legal and business services teams; IT, Compliance and Learning & Development; external technology providers
Department and Location	Knowledge, London office
Purpose of role	The primary purpose of the role is to capture, organise, maintain and disseminate practical knowledge about how AI can be used safely and effectively in legal and business services workflows. Working with Knowledge Lawyers and teams across the firm, the role holder will document effective AI-enabled workflows, including the relevant processes, prompts, safeguards, lessons learned and conditions for successful use. They will turn this knowledge into clear, accurate and reusable resources that help colleagues adopt proven approaches, avoid duplication and use AI consistently, effectively and responsibly. The role holder will support the lifecycle of this knowledge: gathering it from practice, working with subject-matter experts to assure its quality, structuring it so that it is easy to find and use, promoting it to relevant audiences, and keeping it current as technology, risks and working practices evolve. They will also provide coordination and operational support for the firm's wider AI adoption programme, including training, communications, engagement and insight. This is a Knowledge and coordination role rather than a technical role. It offers the opportunity to play a practical part in shaping how AI knowledge is captured and shared across the firm. It would suit a curious, proactive and highly organised person who enjoys gathering information, making complex ideas accessible and helping others benefit from shared knowledge and better ways of working.
Hours	Full-time

Key responsibilities:

Support the Knowledge Director in capturing, developing, maintaining and disseminating knowledge about effective AI-enabled workflows, and in coordinating the wider activities needed to embed that knowledge across the firm, including:

- **Knowledge capture and workflow documentation:** work with Knowledge Lawyers, legal teams and business services to identify, understand and document effective AI-enabled workflows, including the purpose, users, tasks, processes, prompts, inputs, outputs, safeguards, verification requirements, lessons learned and conditions for successful use.
- **Knowledge development and dissemination:** turn captured workflows, use cases and lessons learned into clear, accurate and reusable resources, such as workflow guides, process maps, prompts, checklists, FAQs, quick-reference materials and training content, and promote them to the colleagues who will benefit from them.
- **Knowledge resource management:** maintain and develop the firm's AI Hub, workflow and use-case repository, prompt library and related resources, ensuring that content is logically structured, searchable, accessible, current and easy to use.
- **Knowledge quality and lifecycle:** apply consistent approaches to recording AI-enabled workflows; coordinate review and approval by relevant subject-matter experts; capture feedback on practical use; and update, consolidate or retire content as tools, risks and working practices evolve.
- **Responsible knowledge sharing:** ensure that published workflows and guidance clearly communicate relevant limitations, safeguards, verification requirements and escalation routes, and that emerging risks and lessons learned are communicated appropriately and reflected promptly in the firm's knowledge resources.
- **Training and engagement:** work with Learning & Development and other stakeholders to use training, onboarding and engagement activity to disseminate documented workflows, gather knowledge from users and identify where further guidance is needed.
- **Communications:** create engaging newsletters, updates, intranet content and awareness campaigns that increase understanding and use of the firm's AI-enabled workflow knowledge and supporting resources.
- **Insight and continuous improvement:** track how resources are used, gather and analyse feedback, identify gaps in workflow coverage and areas of duplicated effort, and produce clear, actionable reports that support decisions about future knowledge and adoption priorities.
- **Project coordination:** organise meetings, maintain plans and action logs, follow up agreed actions, coordinate project communications and provide practical support for the firm's wider AI and Knowledge initiatives.

This role does not qualify as qualifying work experience for SQE purposes.

Essential skills and experience:

- A genuine interest in AI, knowledge management and improving how organisations work, with the curiosity and confidence to explore unfamiliar ideas and learn quickly.
- Excellent written communication and content-development skills, with the ability to gather information from different sources and turn it into clear, accurate, engaging and user-friendly guidance.
- Strong analytical and process-mapping skills, including the ability to understand how work is carried out, identify the essential steps and controls, and document these in a practical and consistent way as well as the ability to interpret data, identify patterns and opportunities, and turn findings into practical recommendations.
- An understanding of the principles of effective knowledge capture, organisation, maintenance and dissemination, and of how people, process and technology combine to create sustainable ways of working.

- Strong interpersonal skills and the confidence to build relationships, ask effective questions, facilitate conversations and work constructively with stakeholders and subject-matter experts at all levels.
- Excellent organisation and attention to detail, with the ability to manage content through review and approval processes, maintain reliable records and trackers, balance competing priorities and deliver consistently high-quality work.
- Sound judgement and an appreciation of the importance of accuracy, confidentiality, verification, risk management and responsible AI use in a professional environment.
- A proactive, practical and service-focused approach, with the ability to work independently and collaboratively, follow through on actions and contribute positively under pressure.
- A commitment to knowledge sharing, continuous improvement, responsible innovation and the firm's culture and values.

Desirable skills and experience:

- Experience in a law firm or other professional services environment.
- Experience in knowledge management, knowledge capture, content management, professional support, process documentation or a related role.
- Experience creating workflow guidance, process maps, learning resources or internal communications for a non-technical audience.
- Experience coordinating review, approval and maintenance of content involving multiple stakeholders or subject-matter experts.
- Experience using Microsoft 365 applications and AI tools such as Microsoft 365 Copilot, ChatGPT or similar technologies.
- Experience supporting training, adoption, communications, process improvement or change initiatives.