

Leah Lavender

Operations Manager

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Leah is an experienced operational leader with a proven track record of delivering business transformation, improving performance, and driving sustainable growth within regulated environments.

She is passionate about turning complex challenges into practical solutions that enhance efficiency, strengthen customer outcomes, and create lasting business value. Combining strategic thinking with a collaborative leadership style, Leah has successfully led large teams, developed future leaders, and delivered significant operational improvements throughout her career.

Known for her pragmatic, people-focused approach, Leah builds strong relationships at all levels and believes the best results are achieved when clear direction, continuous improvement, and engaged teams come together.

Outside of work, Leah enjoys supporting her son in his hobbies, spending time with friends, and returning to Pembrokeshire to visit family.

Expertise

- Operational leadership of large, multi-disciplinary teams
- Organisational transformation and change management
- Commercial performance and revenue growth
- Operational excellence and continuous improvement
- Business continuity and organisational resilience
- Workforce development and succession planning
- Customer service optimisation and experience improvement
- Digital transformation and process improvement
- Leading teams through change and disruption
- Stakeholder engagement and relationship management

Career

Experience

- Operations Manager, Darwin Gray, September 2026 - present
- Operations Manager, NewLaw Solicitors, 2020 – 2026
- Team Manager, NewLaw Solicitors, 2009 – 2020
- Case Manager, NewLaw Solicitors, 2005 – 2009
- Legal Executive, Bissmire Fudge Solicitors, 2003 – 2005

Education

- Institute of Leadership & Management (ILM) Award in First Line Management
- Institute of Legal Executives (ILEX)
- Tasker Milward VC School, Haverfordwest, Pembrokeshire