

# Senior Manager of AI Business Solutions

**Department / Subdepartment:** Technology & Information Services  
**Organizational Relationship:** Reports to Director of Artificial Intelligence & Innovation  
**FLSA Status:** Exempt  
**Last Updated:** 01/30/2025

## Role Overview

The Senior Manager of AI Business Solutions is responsible for managing a portfolio of software-driven process improvement projects for Latham's business teams, specifically by supervising the daily operations and staff of the firm's AI Solutions consulting team – a team of consultants with deep knowledge of law firm business processes and commercially-available AI tools. This person is results-orientated and data-driven, embracing the mandate to drive value across the platform. As part of their responsibilities, they develop and maintain an intake triage process and project ranking criteria to ensure that team resources are spent on projects that are both impactful yet practical. He or she ensures that projects are appropriately selected and resources to realistically address firm strategic priorities while solving real business needs in a measurable and cost-effective way. In furtherance of this, the Manager will work directly with the Director of AI & Innovation and other AI & Innovation Team leaders to refine the team's intake and resourcing process, develop a nimble and data-driven evaluation process, and deliver smooth hand-offs through our pipeline from initial intake to preliminary investigation to pilot phase, and, finally, production.

## Essential Duties and Key Responsibilities

*"Essential duties" are those that an individual must be able to perform with or without reasonable accommodation.*

- Manages the day-to-day operations of the Business Solutions Consultants. Supervises and develops his or her staff. Organizes, assigns, delegates and coordinates the work of the staff to ensure team and department objectives are met timely and accurately. Generates a formal performance evaluation for direct reports.
- Makes recommendations to the HR department with regards to selecting, coaching, counseling, and disciplining departmental employees.
- Formulates local policies and procedures, interprets and implements global policies and procedures in the local setting, and develops short and long term goals. Implements programs, policies, and procedures; ensures compliance with firm policies and legal requirements.
- Cultivates a robust pipeline of business process improvement projects, sourced from a combination of user pull and strategic push – e.g., responding to end-user requests for software tools and identifying processes that are financially or technologically ripe for automation or augmentation.
- Uses a data-driven approach to identify and evaluate if and how much to invest in a given project.
- Maintains a clear record of resourced projects, their key stakeholders, their status, and their project plans.
- Ensures the team embraces continuous improvement internally and drives forward internal process refinement and automation.
- Assigns projects to the Business Solutions Consultants, facilitates project meetings and coordinates resources to ensure the successful implementation of new technology and/or processes for attorneys and practice groups.
- Promotes a seamless and structured transition of projects between the team and other groups within the Technology Department, and acts as escalation point for colleagues in the global team.

- Actively researches and stays abreast of new technologies that could impact business service delivery.
- Engages other business services leaders and those directly supporting the business to understand the technology needs of the firm's business support teams.
- Coordinates with other areas / departments of the firm to further design the AI & Innovation program and makes recommendations for strategic deployment of efficient processes, software tools and other technology-assisted solutions for Latham business services professionals.
- Communicates with the business services population by designing, preparing and delivering technology presentations related to strategies and projects, collaborating with key business services professionals on service initiatives, and by working with business services leaders to understand how AI & emerging technologies can support the efficient and effective delivery of necessary services.
- Promotes effective work practices, works as a team member, and shows respect for co-workers

## Knowledge, Skills & Abilities

- [Ability to identify and build strong relationships with key stakeholders in the Technology Department and the firm to promote collaboration.
- Excellent organizational skills needed to manage time well, prioritize effectively, and handle multiple deadlines.
- Excellent professional interpersonal skills; ability to interact effectively with people at all organizational levels of the firm and with clients.
- Excellent communication skills, both written and verbal.
- Ability to handle confidential and sensitive information with the appropriate discretion.
- Understanding of product development and management, including user personas, user stories, scoping, requirements documentation, roadmap planning, UI/UX concepts, and user testing.
- Proficiency in enterprise PC applications, including advanced to expert level in MS Word, PowerPoint, and Excel; Visio is a bonus.
- Knowledge of common business product categories – e.g. CRM, ETL, Office Productivity, GenAI, etc.
- Deep understanding of strategic project management principles, business case development, and financial analysis.
- Knowledge of process optimization and design thinking methodologies.
- Ability to manage large, long-term projects, develop solutions, and implement them effectively.
- Strong stakeholder management skills, including empathy, influence, and persuasion with senior leadership and clients.
- Capability to define and measure KPIs, build ROI cases, and use data-driven approaches for solution evaluation.
- Skilled in managing stakeholder expectations and communicating issues and solutions clearly.
- Ability to use independent judgment and discretion, knowing when to escalate or seek assistance.

## Position Specifications

### *Typical Experience*

- Minimum of 6 years' experience as a consultant or equivalent required
- Minimum 4 years' experience managing a team of professional required

### *Education*

- Bachelor's degree or equivalent required, preferably in STEM field
- Master's degree preferred

## Working Conditions and Physical Demands

- Frequently move (e.g., walk) around the office
- Regular travel required
- Spend extensive time using a computer, including use of a PC keyboard and mouse or similar data input devices
- All Latham & Watkins positions are in a typical indoor office environment

The statements contained in this position description are not necessarily all-inclusive; additional duties may be assigned, and requirements may vary from time to time, and from location to location.