

Workplace Data & Analytics – Manager

Department: Workplace Experience

Organizational Relationship: Reports to the Senior Manager – Workplace Data and Analytics

FLSA Status: Exempt

Last Updated: January 3, 2024

General Summary:

Manager – Workplace Data & Analytics is responsible for supporting the Workplace Experience and Real Estate departments. The Manager is responsible for development and oversight of junior members of the team, as well as taking responsibility for developing and maintaining, department workflows, documentation and best practices.

They will play a key role in the design of the Workplace Data & Analytics team's reporting program, analytical methodologies and workflows. Focus areas include space management and usage, hybrid working models, facilities management, amenity and service offerings, workplace technology, and employee and guest experience.

They will be involved in engaging with key stakeholders in developing new reports and data insights. This entails collaboration with subject matter experts and leadership throughout the firm, as well as leveraging internal analytics resources to shape and improve reporting and data integrity.

Essential Duties and Responsibilities

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

1. Helping with development of data program vision and goals, and engaging with stakeholders to incorporate feedback and ensure alignment and support.
2. Being subject matter expert and providing strategic direction to firm and local leadership related to Workplace Experience and Real Estate activities. Including but not limited to: workplace strategy, space management, capital projects, cost management / forecasting and lease analysis.
3. Preparing, reviewing and presenting complex analyses and data modelling, with clear takeaways to inform business decisions, such as resource allocation of labor, costs and services, workplace and service strategy, space requirements or preferred lease terms.
4. Engaging and meeting regularly with stakeholders to identify business opportunities and challenges in workplace operations and deliver actionable data to meet local and firmwide strategies.
5. Managing and developing junior colleagues, including delegation of tasks and deadlines, refinement of work product, and training. Providing feedback to management on team performance.

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6. Identifying process improvements and innovation across functional area, including the development of analytical tools and coordination of data governance strategies.
7. Working with cross-functional teams to lead and drive to completion of strategic projects.
8. Maintaining a centre of service excellence by implementing high standards of work product for the team including conducting quality checks on reporting, analyses and presentations.
9. Developing, updating and maintaining, process and workflow documentation and best practices.
10. Staying abreast of Workplace, Real Estate and Analysis trends and best practices.
11. Managing global budget and forecasting process for Workplace Experience and Real Estate related items.
12. Promoting effective work practices, works as a team member, and shows respect for co-workers.

Position Specifications

Education

- Bachelor's degree required.
- Master's degree, Professional Certification, or extended education in related field preferred.

Work Experience

- Ten (10) years progressively responsible, relevant experience in reporting and analysis.
- Experience with budgeting and general accounting procedures.
- Relevant experience at a professional services firm or Fortune 500 company desired.

Knowledge, Skills, and Abilities

- Strong management and coaching skills.
- Advanced organizational skills needed to manage time well, prioritize effectively, and handle multiple deadlines.
- Ability to undertake large, long-term projects, develop alternative methods to complete them, and implement solutions.
- Ability to use independent judgment and discretion when making majority of decisions.
- Ability to integrate charts and graphs to tell compelling data stories.
- Strong analytical skills needed for all primary duties of position, including comprehending and communicating data.
- Knowledge of basic general ledger, budgeting and budget variance analysis.
- Ability to work in a team environment with a customer service focus.
- Strong communication skills, both written and oral.
- Ability to handle confidential and sensitive information with the appropriate discretion.
- Expert knowledge and proficiency of PC applications, including MS Office.
- Willingness to complete all tasks and learn new skills.
- Finance, modeling, and problem-solving skills.
- Strong attention to detail and quality assurance processes.
- Well developed and professional interpersonal skills; ability to interact effectively with people at all organizational levels of the firm.

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Physical Demands

- Extensive time using a computer including use of a PC keyboard and mouse or similar data input devices are required.

Working Conditions

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.