

# Workplace Experience Senior Manager

**Department:** Workplace Experience

**Organizational Relationship:** Reports to the Director of Workplace Experience

**FLSA Status:** Exempt

**Last Updated:** November 26, 2024

## **General Summary:**

The Workplace Experience (WE) Senior Manager manages the site operations for their assigned office, drives the WE Department's vision of excellence, serves as a mentor to local WE team members, and acts as a trusted advisor to the WE team and office leadership. The Senior Manager supports the needs of the office and the employees, clients, and visitors in the office. The Senior Manager is responsible for curating on-site experiences that support employee productivity and engagement and providing exemplary customer service to all guests. The Senior Manager maximizes the real estate and workplace technology investments and contribute to global WE department projects.

## **Essential Duties and Responsibilities:**

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

1. Directs the local office WE team in the day-to-day operation of the office; develops and implements practices to ensure superior maintenance and functioning of the office and the myriad facilities available to internal and external clients
2. Engages with the local office leadership as well as cross-departmental management to ensure the WE team delivers best-in-class, customer-focused service to the office population, including lawyers, paralegals, business service professionals, and external clients
3. Effectively supports the collaborative culture of the firm at all times and develops the spirit of partnership, trust, and service amongst the WE team
4. Partners with global WE team on strategic planning and ensuring a consistent approach to office support and adherence to firm processes
5. Collaborates with Technology & Information Service and Real Estate departments to support the ongoing development and refinement of systems focused on enhancing the client experience in the office
6. Develops and recommends annual budget requirements for applicable WE expenses, including team compensation; oversees budget expenditures and monitors variances for the office

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7. Directs and manages the local WE team to ensure full compliance with security and risk management policies and processes including physical security, data privacy, data destruction, and emergency preparation and response
8. Researches and provides continuous improvement strategies for the office; manages and drives change objectives; works with others to develop and implement a comprehensive space utilization strategy for the site
9. Manages the relationship with vendors for office operations and ensures the delivery of superior services to the office, including for print/mail, janitorial, cleaning, dining services and other various support and amenity services
10. Generates performance evaluations and recommends salary increases, working with Human Capital & Talent to recruit, hire, train, coach, and manage the performance of employees
11. Promotes effective work practices, works as a team member, and shows respect for co-workers

## Position Specifications

### *Education*

- Bachelor's degree or equivalent required
- Eight years' operations management experience may be considered in lieu of a degree
- Master's degree in related field preferred

### *Work Experience*

- A minimum of eight years' progressively responsible operations and operations management experience required
- Supervisory experience in a law firm or corporate environment preferred

### *Knowledge, Skills & Abilities*

- Excellent leadership skills (i.e., organizing, planning, problem-solving and decision-making) necessary for effective management of a dynamic team
- Knowledge of budgeting and general accounting procedures
- Ability to build and motivate a team
- Ability to navigate highly decentralized matrix decision-making settings and successfully reach goals through collaboration with others
- Excellent interpersonal skills needed to engage with diverse individuals both inside and outside the organization, including managers and employees, while building trust
- Excellent oral and written communication skills
- Strong planning and project management skills and experience with organization-wide project implementation.
- Ability to work collaboratively and to work hands-on to ensure successful completion
- Strong analytical skills and attention to detail, with minimal supervision needed
- Knowledge and proficiency in PC applications, including MS Office
- Ability to handle confidential and sensitive information with the appropriate discretion

### *Additional Requirements*

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- Occasional travel may be required

## *Physical Demands*

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