

Director of Business Services Professional Development

Department: Human Capital & Talent

Organizational Relationship: Reports to the Senior Director – Professional Development & Training

FLSA Status: Exempt

Last Updated: February 15, 2024

General Summary:

The Director of Business Services Professional Development leads the firm's learning initiatives for business services colleagues and foster a culture of continuous professional growth. They are responsible for assessing organizational learning needs, designing and implementing training programs, and evaluating their effectiveness. The Director works closely with senior leadership to align learning and development strategies with business goals and to ensure that our business services colleagues are equipped with the skills to meet future challenges.

Essential Duties and Responsibilities:

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

1. Develops and implements a comprehensive learning and development strategy that aligns with the company's objectives and fosters employee growth
2. Manages the learning and development budget, ensuring resources are allocated effectively to maximize ROI
3. Fosters a culture of learning and knowledge sharing across the organization
4. Collaborates with the Senior Director of Professional Development to set the professional development strategy for the firm to maximize business services resources, while operating consistently with firm values
5. Develops professional development offerings, including bespoke team trainings and the firm's Business Service Academy, that align with the firm's objectives and fosters employee growth
6. Performs ongoing needs analysis to identify skill gaps and training opportunities within the firm
7. Designs, sources and curates engaging and effective training materials and programs, including e-learning, virtual program and live workshops / academies and coaching
8. Leads and manages the learning and development team, setting clear goals and expectations, and providing guidance, support and ongoing feedback

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9. Collaborates with department heads and managers to create personalized and tailored training programs for colleagues at all levels
10. Oversees the administration of the learning management system and ensure it is utilized effectively
11. Monitors and evaluates the success of training programs, using relevant metrics and feedback to improve future training initiatives
12. Stays abreast of latest trends and best practices in corporate and professional service firm training and adult learning to continuously innovate and improve the learning experience
13. Manages the learning and development budget, ensuring resources are allocated effectively to maximize ROI
14. Fosters a culture of learning and knowledge sharing across the organization, including working closely with the Director of Career Services and the Director of Global Attorney Training
15. Promotes effective work practices, works as a team member, and shows respect for co-workers

Position Specifications

Education

- Bachelor's degree required
- Bachelor's degree in Human Resources, Psychology, or related field preferred
- Master's degree or equivalent in Industrial Organizational Psychology or related field preferred

Work Experience

- A minimum of ten years' progressively responsible Learning and Development experience required
- A minimum of ten years' management experience in a related field desired
- Experience with developing, implementing and administering learning and development, coaching, and executive education programs focused on business impact desired

Knowledge, Skills & Abilities

- Comprehensive understanding of learning and development and human resources, and how it relates to policies, job descriptions, workforce analytics, retention, and culture
- Ability to create high level training courses that incorporate experiential learning activities to meet the needs and culture of the audience (generic and customized)
- Knowledge of and proven proficiency in adult learning, learning technologies, outstanding communication skills in all media, and strong organizational and presentation skills
- Well developed and professional interpersonal skills; ability to interact effectively with people at all organizational levels of the firm
- Excellent leadership skills. Ability to lead multiple teams (i.e., organizing, planning, problem-solving, and decision making) necessary for effective management.
- Ability to conduct research regarding project-related issues
- Ability to work in a team environment with a customer service focus.

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- Ability to manage work of others to ensure compliance and accuracy
- Advanced communication skills, both written and verbal
- Ability to handle confidential and sensitive information with the appropriate discretion
- Ability to perceive and analyze complex problems, and a capacity to make or recommend sound decisions
- 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
- Knowledge and proficiency in PC applications, including MS Office, and other programs necessary to complete thorough analyses and reports

Additional Requirements

- Frequent 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.