Global People Systems Lead – HRSD

PeopleSoft Job Code / Title: 7157 / HC&T Lead
Department / Subdepartment: Human Capital & Talent / HR Service Delivery
Organizational Relationship: Reports to the People Systems & Project Management – Senior Manager
FLSA Status: Exempt
UCM Level: Level 4
Last Updated: October 6, 2026

Department / Subdepartment Overview

Human Capital & Talent is a global platform in support of the lawyers' and business services professionals' experience and skills. The human capital function invests in the recruiting, training, development, and benefits of lawyers and business services professionals.

Role Overview

The Global People Systems Lead - HR Service Delivery is responsible for the design, implementation, and ongoing support of HR systems and processes, with a primary focus on ServiceNow Human Resources Service Delivery (HRSD) and related human resources information system (HRIS) platforms, including PeopleSoft. The role applies broad HR operations and technology expertise to support the delivery of high-quality, efficient, and consistent HR services globally, partnering closely with cross-functional teams, including HR Business Partners, Well-Being & Benefits, Workplace Experience, Leave Administration, Business Recruiting, and Global Technology.

The Lead directs projects that improve the employee experience, streamline HR operations, enhance onboarding and lifecycle events, and improve the quality, accuracy, and usability of HR data. The role identifies areas of opportunity, develops and implements practical solutions, and serves as a key liaison between HR Configuration and Technology to help ensure HR systems and processes support the firm's business objectives.

Essential Duties and Key Responsibilities

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

1. Lead the design, implementation, and maintenance of ServiceNow HRSD and other HR systems, including configuration, workflow design, and lifecycle event management, such as onboarding, internal movements, and offboarding
2. Direct HRIS implementations and enhancements across functional teams, ensuring alignment with business needs, HR processes, and user experience goals
3. Partner closely with Technology to help define and deliver the direction for HRIS and HRSD, including roadmap planning, prioritization, and joint execution
4. Evaluate existing HR processes, particularly those related to onboarding and employee lifecycle events, to identify opportunities for automation, standardization, and simplification within HRSD
5. Develop and propose new processes and solutions to improve cross-functional efficiency and support global HR operations
6. Serve as an escalation point for complex HRSD-related issues, coordinating with HR, Technology, and other departments to resolve problems efficiently
7. Work with stakeholders across departments to develop standardized processes that can be automated within HRSD

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8. Provide technical and project guidance to HR Operations and HRSD team members or project resources, help establish priorities, delegate project work as appropriate, and support the successful delivery of initiatives
9. Promote strong customer service, continuous improvement, and collaboration within HR Operations and across stakeholder groups
10. Monitor HR technology trends, HRSD best practices, and new system features; recommend and champion enhancements to improve service delivery and user experience
11. Use data and stakeholder feedback to evaluate service delivery, identify risks and improvement opportunities, and support recommendations
12. Promotes effective work practices, works as a team member, and shows respect for co-workers

Knowledge, Skills & Abilities

- Broad knowledge of HR functions, HR operations, and HR technology
- Advanced knowledge of HR systems configuration and support, including HRSD workflows and lifecycle events
- Strong analytical and problem-solving skills, including the ability to evaluate complex issues and translate business needs into practical system and process solutions
- Ability to exercise independent judgment in selecting methods, techniques, and evaluation criteria to achieve results
- Well-developed interpersonal skills and ability to build effective relationships and work collaboratively with colleagues at all levels, including Technology partners
- Ability to lead complex projects, coordinate cross-functional resources, and influence outcomes without relying on formal authority
- Ability to prioritize competing needs, adjust plans based on evolving business requirements, and deliver high-quality results within deadlines
- Ability to handle confidential and sensitive information with appropriate discretion
- Strong written and verbal communication skills, including the ability to provide clear, concise, and actionable recommendations to senior management
- Confidence and discipline to work independently under general supervision while contributing effectively to cross-functional teams
- Commitment to service excellence, continuous improvement, data privacy, security, compliance, and risk-management requirements

Position Specifications

Typical Experience

- Minimum of five (5) years' experience in Human Resources, HRIS, HR technology, systems implementation, or HR service delivery required
- Experience with ServiceNow HRSD and/or another enterprise HRIS, such as PeopleSoft, preferred
- Experience leading complex projects or cross-functional initiatives preferred

Education

- High school diploma or equivalent required
- Bachelor's degree in business administration, Human Resources, or a related field preferred

Working Conditions and Physical Demands

- Frequently move (e.g., walk) around the office
- Spend extensive time using a computer, including use of a PC keyboard and mouse or similar data input devices
- Travel may be required

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- 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.

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