

Information Governance Operations Lead

PeopleSoft Job Code / Title: 6171 / Information Governance Op Lead
Department / Subdepartment: Information Governance
Organizational Relationship: Reports to the Information Governance Operations Manager or Information Governance Operations Supervisor
FLSA Status: Exempt
UCM Level: Level 4
Last Updated: January 23, 2026

General Summary:

The Information Governance Operations Lead oversees and assists with supervision of the day-to-day operations of the Information Governance Operations team, including file management (both physical and electronic), file intake, file releases, destruction requests, data access requests, case room management, and records retention. The Lead helps ensure firm policies and procedures are followed and understands how ethical and legal obligations impact the storage, organization, and transfer of data in a global environment. The Lead advises attorneys, legal professionals, and staff about information governance best practices, data privacy and security issues, and other risk management and compliance issues. The Lead keeps abreast of all department operations and assumes maintenance of the department in the absence of a Supervisor or Manager. The Lead also provides training for personnel on a variety of information governance topics.

Essential Duties and Responsibilities:

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

1. Organizes, assigns, delegates, and coordinates the work of the Information Governance Operations team to ensure objectives are met in a timely manner; leverages additional support centers to ensure excellent customer service.
2. Identifies opportunities to enhance the Information Governance program by utilizing a thorough understanding of information management, security, and privacy principles.
3. Assists with educating firm personnel regarding the appropriate locations where data should be stored; understands the firm's systems and software tools; acts as a resource regarding various information governance questions for staff, attorneys, and other users.
4. Leads and performs all aspects for all information governance processes including file intakes, releases, destructions, and data access requests for the office; ensures compliance with firm policies and ensures completion of the relevant process; responds to questions from staff and other users and provides instruction and training as needed.
5. Implements records retention policies and procedures; ascertains which files are subject to retention; communicates with attorneys and clients regarding the disposition of files; maintains meticulous records regarding file disposition.
6. Assists as necessary with the organization, classification, preparation, space coordination, and collection of files within systems and databases and the central filing area, case rooms, file cabinets, offsite storage facilities, or wherever files may be found.
7. Assists with developing, maintaining, and coordinating appropriate inventory systems to track persons responsible for the files, room usage, file status and location, and other factors related to effective space management and Information Governance Operations oversight.
8. Assists with communicating with attorneys and paralegals to ascertain the status of client matters to ensure files are handled and maintained appropriately wherever they reside.

9. Assists the Supervisor/Manager with preparing and monitoring the department budget; controls and justifies costs associated with file creation, storage, and retrieval for electronic and physical files.
10. Assists with and delivers orientation and training programs for attorneys and staff on all department policies, procedures, and functions; trains new team members and provides ongoing support.
11. Stays abreast of current and new technologies and market trends providing benefit to the firm; works with and makes recommendations to Supervisor/Manager regarding all functions of the Information Governance Operations platform and current projects.
12. Coordinates with other areas/departments of the firm where overlap exists to develop efficient procedures/communications to streamline processes and satisfy various department and firm needs.
13. Communicates performance issues to management appropriately.
14. Monitors shift activities, workflow, and daily functions of the Information Governance Operations team.
15. Provides recommendations to the direct manager regarding hiring, training, counseling, and disciplining departmental employees; assists with generating performance evaluations for departmental employees.
16. Coordinates and provides contributions to core department responsibilities through participation in virtual teams.
17. Participates in and/or leads global project teams and working groups under the direction of the Global Information Governance team.
18. Completes special projects on various issues as needed.
19. Promotes effective work practices, works as a team member, and shows respect for co-workers.

Knowledge, Skills & Abilities

- Excellent leadership skills (i.e., organizing, planning, problem-solving and decision-making) necessary for effective supervision
- Extensive knowledge of information governance, data security and privacy principles, best practices, and procedures
- Ability to oversee work of others to ensure compliance and accuracy
- Excellent communication skills, both written and verbal
- Ability to develop knowledge of the physical and electronic resources of the department and firm
- Ability to articulate the role of effective space management in the overall administration of the office
- Well-developed and professional interpersonal skills; ability to effectively interface with attorneys, management, support staff, and outside contacts (including clients)
- Ability to work in a team environment with a customer-service focus
- Ability to handle confidential and sensitive information with appropriate discretion
- Ability to perceive and analyze complex situations, and make sound decisions and recommendations
- Strong analytical skills needed for all primary duties of position, including comprehending and communicating data
- Strong organizational skills needed to manage time well, prioritize effectively, and meet multiple deadlines
- Ability to undertake large, long-term projects, develop alternative methods to complete them, and implement solutions
- Knowledge and proficiency in software applications, including iManage DeskSite, iManage Records Manager (IRM), MS Office, Prosperware, Nuix Investigate/Discover, Relativity, Beyond Compare, 7-Zip, ServiceNow, Zoom, Asana, and other programs used by the Information Governance Operations Department
- Knowledge of electronic records management, organization, storage, security, and privacy
- Ability to consistently follow procedures and display attention to detail in all work activities

- Ability to perform complex technical and outreach functions with a high level of specialization and expertise

Position Specifications

Education

- Bachelor's degree required
- A minimum of five years' relevant Information Governance or Records experience may be considered in lieu of a degree

Work Experience

- A minimum of five years' relevant experience, preferably at a law firm, required

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 required
- Occasional travel may be required
- Heavy lifting of archive boxes and other materials weighing up to 40 pounds is required; the height of the stacks is usually from five to seven feet, and the individual should be able to reach the topmost shelf, with the help of a stool
- Ability to operate a hand truck and carry and organize file folders is also needed
- 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.