

OGC Senior Manager – Training & Development, Quality Control, Compliance & Intake

PeopleSoft Job Code / Title:	6912 / OGC Senior Manager
Department / Subdepartment:	Office of the General Counsel / Compliance & Intake
Organizational Relationship:	Reports to Director
FLSA Status:	Exempt
UCM Level:	Level 6
Last Updated:	January 15, 2025

Department / Subdepartment Overview

The Office of the General Counsel is responsible for general risk management for the firm.

Role Overview

The OGC Senior Manager - Training & Development, Quality Control, Compliance & Intake is responsible for leading three critical OGC functions—Training & Development, Quality Control (Conflicts), and Compliance & Intake, guiding the managers and supervisors across these teams to deliver consistently high-quality operations and a unified service experience. This role focuses on people leadership, operational oversight, and cross-functional collaboration. The senior manager coaches department leadership to set and track performance expectations, drive cross-training and process standardization, and serve as a first point of escalation for complex workflow and staffing issues without. The senior manager is a strong people manager who fosters a culture of excellence, accountability, and partnership with attorneys and firm leadership.

Essential Duties and Key Responsibilities

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

1. Provides strategic leadership and oversight for the Training & Development, Quality Control (Conflicts), and Compliance & Intake teams, ensuring effective prioritization, workload management, and business continuity
2. Builds a cohesive leadership cohort across the three functions; sets clear goals, coaches managers and supervisors, and conducts performance evaluations; models strong people leadership, develops successors, and empowers decision-making
3. Champions cross-training and cross-collaboration initiatives to ensure consistent practices and coverage, reduces operational risk, and enhances career development; removes roadblocks and establishes shared goals
4. In collaboration with OGC leaders and subject matter experts, sets direction for training programs, frameworks, and documentation, with execution owned by department leaders; sets the training strategy and accountability framework for non-attorney conflicts staff; ensures managers are accountable for delivery, maintaining current content, and the Conflicts Learning Library/internal KM resources are aligned with system enhancements
5. Establishes key performance indicators, dashboards, and review cadences for workflow timeliness and data

6. Provides governance and escalation support for Compliance & Intake operations; ensures policies and procedures are consistently applied and continuously improved, focusing on leadership and accountability
7. Maintains effective stakeholder relationships; documents issues raised by partners and staff, ensuring timely resolution, and communicating outcomes and learnings to drive continuous improvement
8. Partners with OGC leadership on longer-term initiatives, operational strategy, and change management; serves as change leader, directing managers to implement improvements that enhance quality, efficiency, and client service across the three teams
9. Ensures comprehensive documentation of processes, training, testing, and corrective actions; stewards updates to knowledge bases, internal wikis, and system use standards in collaboration with training and systems stakeholders
10. Incorporates and champions rapidly evolving law firm-approved AI tools into the training and tracking efforts, while ensuring quality assurance and appropriate risk controls
11. Promotes effective work practices, works as a team member, and shows respect for co-workers

Knowledge, Skills & Abilities

- Significant experience managing high-performing teams in a professional services environment, including experience as a manager-of-managers, with demonstrated success in coaching leaders, conducting performance reviews, and building cross-functional collaboration
- Strong leadership competencies, including goal setting, delegation, feedback, change management, and decision-making under time pressure; ability to exercise independent judgment and maintain strict confidentiality
- Proven project and program management skills with the ability to establish timelines, manage deadlines across multiple concurrent workstreams, and deliver measurable outcomes
- Demonstrated ability to use data and metrics to monitor performance, identify process gaps, and lead root cause analysis and remediation; experience with reporting tools and collaborating closely with data/systems teams is beneficial
- Exceptional interpersonal and communication skills with a customer-service orientation; able to interface effectively with attorneys, management, and support staff across offices and cultures
- Technical proficiency with common office applications; familiarity with Intapp programs (e.g., Intapp Open, Intapp Terms, and/or Intapp Walls) is a plus
- Ability to handle confidential and sensitive information with the appropriate discretion

Position Specifications

Typical Experience

- Typical years of relevant experience: a minimum of eight years experience in a law firm or other professional services firm preferred, law-related work experience preferred, preferably at a large law firm
- Typical years of cumulative experience: a minimum of ten years
- Supervisory experience strongly preferred; prior experience in conflicts, compliance, or new business intake within a law firm is preferred

Education

- Bachelor's degree 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
- Travel may be required

- 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.