

# Practice Support Supervisor – Internal Matters

**PeopleSoft Job Code / Title:** 6577 / PracticeSupportServSupvsr  
**Department / Subdepartment:** Practice Support Services  
**Organizational Relationship:** Reports to the Manager of Practice Support Operations  
**FLSA Status:** Exempt  
**UCM Level:** Level 5  
**Last Updated:** September 15, 2026

## General Summary:

The Practice Support Supervisor - Internal Matters leads the delivery and continuous improvement of the Internal Matters team. The Supervisor provides operational leadership, technical guidance, quality oversight, and resource coordination for confidential investigations, litigation, regulatory, data privacy, and other firm-sensitive matters. The role serves as a senior liaison among the Practice Support Center, Information Governance, the Office of General Counsel, Data Privacy, attorneys, paralegals, and other stakeholders. The Supervisor ensures that project scope, workflows, data handling, review strategy, documentation, deadlines, and deliverables meet firm requirements, applicable legal obligations, and established quality standards. The ideal candidate is technically proficient, analytical, and excels in project management and communication.

## Essential Duties and Responsibilities:

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

1. Supervises, coaches, and develops the Practice Support Project Manager – Internal Matters and other assigned team members; establishes clear expectations, provides timely feedback, supports professional development, and promotes consistent service delivery.
2. Oversees the portfolio of internal matter projects and coordinates daily workflow, staffing, priorities, and coverage to ensure that confidential and time-sensitive work is completed accurately, responsively, and within established deadlines.
3. Serves as a senior liaison among Information Governance, the Office of General Counsel, Data Privacy, case teams, the Practice Support Center, and other stakeholders; ensures that scope, objectives, responsibilities, risks, and decisions are documented and communicated.
4. Provides escalation support and executive-level project oversight for complex or sensitive matters, including investigations, litigation, regulatory responses, data privacy matters, and cross-border projects.
5. Reviews and approves project plans, processing and production specifications, database designs, review workflows, search strategies, analytics approaches, quality-control plans, and data disposition plans before implementation or release.
6. Ensures that the Project Manager and delivery teams assign, track, execute, and validate work product such as data processing, filtering, keyword searches, analytics, review setup, productions, privilege logs, coding, and trial preparation.
7. Partners proactively with Information Governance Technical Services regarding collections, data-set issues, transfer methods, chain of custody, automation opportunities, data handling, and quality improvements.
8. Guides attorneys, paralegals, and staff on defensible and efficient eDiscovery, disclosure, investigation, document review, contract analysis, and data management practices; translates technical concepts into clear, actionable recommendations.

9. Develops, maintains, and enforces standards and procedures for internal matter intake, data processing, review, production, promotion to review platforms, quality assurance, documentation, retention, and disposition.
10. Monitors project health, workload, service levels, risks, and resource constraints; escalates material issues to the Manager of Practice Support Operations and recommends practical mitigation plans.
11. Leads post-project reviews to identify workflow challenges, lessons learned, and opportunities to improve quality, consistency, scalability, automation, and stakeholder experience.
12. Works with the Manager to establish role expectations, identify training needs, support onboarding, and design and assess training programs for Practice Support Services personnel and document review teams.
13. Supports personnel planning and management processes in partnership with the Manager and Human Resources, including hiring, development, counseling, performance documentation, and other supervisory responsibilities consistent with firm policy.
14. Coordinates team meetings and cross-functional working sessions to review active matters, capacity, technical issues, upcoming deadlines, and operational priorities.
15. Evaluates emerging legal technology and advanced review functionality, including analytics, technology-assisted review, generative AI, automation, and related tools; recommends solutions aligned with matter needs, risk considerations, and firm standards.
16. Participates in the evaluation, testing, implementation, and adoption of new software, upgrades, and processes; ensures appropriate documentation, training, and operational readiness.
17. Maintains awareness of developments in eDiscovery, disclosure, data privacy, information governance, and legal technology, including jurisdictionally restricted and cross-border data considerations.
18. Provides after-hours escalation support when required for urgent internal matters and coordinates backup coverage to maintain continuity of service.
19. Completes special projects and administrative responsibilities as assigned, including non-client-billable initiatives.
20. Promotes effective work practices, collaboration, inclusion, client service, confidentiality, and respect for colleagues.

### Knowledge, Skills & Abilities

- Strong people leadership, coaching, delegation, planning, decision-making, and change-management skills.
- Expert project management and consulting skills, with the ability to direct multiple concurrent, high-priority matters and coordinate work across teams and functions.
- Advanced understanding of the legal process, the Electronic Discovery Reference Model, and eDiscovery and disclosure practices in the United States and other relevant jurisdictions.
- Comprehensive knowledge of data processing, early case assessment, document review, production, database design, quality control, and data disposition workflows.
- Advanced proficiency with industry-leading processing and review platforms, such as Relativity, Nuix Discover, Investigate, or comparable tools.
- Expert knowledge of advanced review functions, including analytics, email threading, technology-assisted review, continuous active learning, and generative AI-assisted workflows.
- Expert understanding of database concepts, relational and flat-file systems, data types, indexing, queries, regular expressions, and automation or scripting approaches used to manage legal data.
- Ability to assess issues involving foreign languages, character sets, personally identifiable information, jurisdictionally restricted data, and cross-border data-handling requirements.
- Superior analytical, troubleshooting, and technical judgment, with the ability to diagnose complex issues and implement practical solutions.
- Excellent written and verbal communication skills, including the ability to advise senior lawyers and stakeholders and communicate complex technical matters clearly.
- Well-developed interpersonal skills and demonstrated ability to build trust, influence decisions, resolve competing priorities, and collaborate across organizational levels.

- Ability to handle confidential, privileged, personal, and sensitive information with exceptional discretion.
- Advanced organizational skills, sound independent judgment, and the ability to lead effectively in a fast-paced, client-service environment.
- Proficiency in Windows 11 and the Microsoft Office application suite.

## **Position Specifications**

### *Education*

- Bachelor's degree or equivalent required
- Five years' directly relevant experience may be considered in lieu of a degree

### *Work Experience*

- A minimum of six years' combined paralegal or legal technology and project management experience 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
- 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.