

Associate Director of Workplace Experience – Global Vendor Strategy

PeopleSoft Job Code / Title: WE Associate Director / TBC
Department / Subdepartment: Workplace Experience
Organizational Relationship: Reports to the Director of Workplace Experience
FLSA Status: Exempt
UCM Level:
Last Updated: April 23, 2025

Role Overview

The Associate Director of Workplace Experience – Global Vendor Strategy plays a pivotal role in enhancing the workplace experience for both employees and clients within the organization. This position is responsible for strategic planning, management, and execution of contracted workplace services to foster a productive, efficient, and engaging environment. The role oversees provision of services, including facilities management, office services, food and beverage, and other employee support functions; and ensures alignment with the company's goals and culture.

Essential Duties and Key Responsibilities

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

- **Strategic Leadership:** Develop and implement a comprehensive vendor delivered workplace services strategy that aligns with organizational objectives and enhances employee satisfaction and productivity. Utilize strategic planning skills to drive initiatives that support the firm's culture and goals.
- **Service Oversight:** Oversee vendor delivered workplace services. Ensure alignment with performance metrics, user expectations and firm values.
- **Team Management:** Lead, mentor, and develop a team of workplace experience professionals, fostering a culture of excellence, collaboration, and continuous improvement. Demonstrate strong leadership and interpersonal skills to build and maintain a high-performing team.
- **Vendor Management:** Establish and maintain strong relationships with external vendors and service providers. Negotiate contracts and ensure service level agreements are met. Work closely with the Global Procurement team to drive value and optimize vendor partnerships and service delivery.
- **Budget Management:** Develop and manage the workplace experience services budget. Ensure cost-effective solutions, financial accountability and alignment with organizational priorities. Utilize financial acumen to deliver consistent value to the business.
- **Innovation and Improvement:** Identify opportunities for innovation and improvement in workplace services. Leverage technology and best practices to enhance the employee experience. Apply analytical skills to assess and implement innovative solutions.
- **Change Management and Communication:** Develop and implement communication frameworks to support change management, ensuring clear and consistent information dissemination. Align efforts with strategic objectives to foster adaptability and resilience, leveraging insights to anticipate challenges.

- **Stakeholder Engagement:** Develop and maintain strong relationships with key stakeholders to ensure alignment with department objectives. Actively engage and foster collaboration with stakeholders to address workplace needs, using interpersonal skills to build support networks and integrate their interests into strategic planning.
- **Health and Safety Compliance:** Ensure compliance with health and safety regulations and promote a safe and healthy work environment. Apply knowledge of regulations to maintain a compliant and secure workplace.
- **Crisis Management:** Develop and implement crisis management plans to ensure business continuity and employee safety during emergencies. Demonstrate problem-solving abilities to manage crises effectively.
- Promote effective work practices, work as a team member, and show respect for co-workers.

Knowledge, Skills & Abilities

- Proven experience in workplace experience management, facilities management, or a related field, with a track record of successful leadership in a similar role.
- Expertise in managing budgets and financial planning.
- Excellent leadership skills. Ability to lead multiple teams (i.e., organizing, planning, problem-solving, and decision making) necessary for effective management.
- Strong strategic management and project management skills.
- Ability to review and negotiate contracts for the firm.
- Well-developed and professional interpersonal skills; ability to interact effectively with people at all organizational levels of the firm.
- Advanced communication skills, both written and verbal.
- 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.
- Knowledge of health and safety regulations and best practices.
- Knowledge and proficiency in PC applications, including MS Office, and other programs necessary to complete thorough analyses and reports.

Position Specifications

Typical Experience

- Minimum of 10 years' progressively responsible operations or related experience required, preferably at a multi-office professional services organization.
- Minimum of five (5) years' supervisory experience preferred
- Experience with commercial service contracts, budgeting and general accounting procedures preferred

Education

- Bachelor's degree or equivalent in Business Administration, Facilities Management, or a related field required
- Master's degree or equivalent 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
- 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.