

WE Manager - Service Standards & Training

PeopleSoft Job Code / Title: 6595 / Work Experience AppServicesMgr
Department / Subdepartment: Workplace Experience Technology / Workplace Experience Systems
Organizational Relationship: Reports to the Workplace Experience Senior Manager – Systems & Training
FLSA Status: Exempt
UCM Level: N/A
Last Updated: July 3, 2026

Role Overview

The Manager, Service Standards & Training is responsible for advancing operational excellence across Workplace Experience through the development of service standards, training programs, operational practices, and capability-building initiatives. Partnering with Workplace Experience leaders and managers, this role helps define how services are delivered, how success is measured, and how team members are enabled to perform consistently across the firm's offices.

This position serves as a strategic partner in service excellence, training, technology adoption, and continuous improvement by developing scalable standards, resources, learning programs, and operational reviews that enhance service quality, consistency, and efficiency.

Essential Duties and Key Responsibilities

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

- Develop and maintain Workplace Experience service standards, operating procedures, best practices, and supporting resources that promote consistent service delivery across offices while balancing global standards with local business needs.
- Design, develop, and deliver onboarding, technical, systems, operational, and professional development programs, including role-based learning pathways, competency frameworks, trainer enablement, and train-the-trainer initiatives.
- Conduct operational reviews, service assessments, and quality audits to evaluate adherence to Workplace Experience standards and procedures; identify trends, risks, root causes, and improvement opportunities.
- Partner with Workplace Experience leaders and managers to define service expectations, performance measures, operational indicators of success, and reporting insights that support informed decision-making.
- Leverage technology, AI, knowledge management, and instructional design practices to improve learning, adoption, operating practices, and operational effectiveness.
- Lead initiatives that improve service quality, consistency, efficiency, and the overall workplace experience; gather stakeholder feedback and promote innovative practices, AI-enabled solutions, and emerging technologies.
- Partner with managers and local leaders to implement and sustain operational improvements, strengthen team effectiveness, and support the adoption of new programs, technologies, processes, and operating models.
- Promote effective work practices, work as a team member, and show respect for co-workers.

Knowledge, Skills & Abilities

- Demonstrated knowledge of workplace experience, luxury hospitality, service excellence, operations, learning and development, instructional design, technology enablement, or related disciplines.
- Ability to develop service standards, operating procedures, quality programs, operational resources, and continuous improvement initiatives that support consistent service delivery.
- Ability to design and deliver practical, scalable learning experiences using instructional design principles and adult learning methodologies.
- Ability to translate complex technical and operational concepts into clear, practical guidance, learning content, and operational documentation.
- Strong analytical skills, including the ability to evaluate service levels, operational metrics, stakeholder feedback, training effectiveness, trends, risks, and root causes.
- Strong collaboration and stakeholder management skills, including the ability to lead cross-functional initiatives within a matrixed or multi-location organization.
- Excellent written communication skills, with the ability to develop training content, operational documentation, quick reference resources, research, and workflow improvements.
- Ability to apply technology, AI tools, knowledge management systems, learning technologies, and service management platforms to improve adoption, efficiency, and operational effectiveness.

Position Specifications

Typical Experience

- Minimum of 5 years' experience in workplace experience, luxury hospitality, service excellence, operations, learning and development, instructional design, technology enablement, or a related field required.
- Experience developing service standards, operating procedures, quality programs, or operational improvement initiatives required.
- Experience designing and delivering technical, systems, operational, or professional development training required.
- Experience supporting technology adoption, business process change, or operational transformation initiatives required.
- Experience in luxury hospitality, private clubs, premium service environments, professional services firms, or other high-touch service organizations preferred.
- Experience with workplace technologies, service management platforms, knowledge management systems, learning technologies, or AI-enabled solutions preferred.

Education

- Bachelor's degree or equivalent required.
- Background in communications, English, journalism, instructional design, education, or a related discipline that demonstrates exceptional written communication development skills preferred.

Working Conditions and Physical Demands

- Regular travel may be required to support training delivery, stakeholder engagement, and program oversight across office locations.
- Ability to work flexible hours to accommodate global time zones as needed.
- Commitment to staying current on industry trends, emerging technologies, and best practices in learning and development.
- 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.