

Well-Being & Benefits Manager – Operations & Project Management

PeopleSoft Job Code / Title: 6896 / Well-Being & Benefits Manager
Department / Subdepartment: Well-Being & Benefits
Organizational Relationship: Reports to Director
FLSA Status: Exempt
UCM Level: Level 5
Last Updated: July 7, 2026

Department / Subdepartment Overview

The core mission of the Well-Being & Benefits department is to design, implement, and oversee programs that support the health and well-being of lawyers and staff.

Role Overview

The Well-Being & Benefits Manager – Operations & Project Management is responsible for driving operational excellence, process governance, systems optimization, and project management across the Well-Being & Benefits department. This role serves as the department's central project management and process improvement resource, ensuring that programs, systems, workflows, and operational initiatives are implemented and maintained efficiently, consistently, and in alignment with departmental objectives. The Manager works closely with department leadership, Human Resources, Finance, Payroll, Technology & Information Services, external vendors and brokers, and other internal stakeholders to streamline operations, identify opportunities for automation and innovation, enhance user experience across systems and processes, and successfully oversee department-wide projects. This individual is responsible for developing sustainable operational frameworks, maintaining standard operating procedures, overseeing operational support resources, and ensuring effective governance of departmental processes and technology platforms. The ideal candidate must have strong project management expertise, exceptional organizational and analytical skills, a process-improvement mindset, and demonstrated capability in evaluating and implementing technology solutions that enhance operational efficiency and service delivery.

Essential Duties and Key Responsibilities

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

1. Conducts comprehensive process audits and reviews of departmental workflows, procedures, and operational practices to identify opportunities for streamlining, standardization, efficiency, risk mitigation, automation, and improved service delivery. Recommends and implements operational controls to ensure accuracy, compliance, and service quality.
2. Develops, formalizes, maintains, and governs departmental standard operating procedures (SOPs), process workflows, templates, checklists, and operational documentation to support consistent execution across the Well-Being & Benefits function. Establishes and maintains process governance standards and reviews and refines key operational processes as required to support consistent execution of services across the Well-Being & Benefits function.
3. Serves as the department's operational and technical advisor by evaluating existing and emerging systems, tools, and technologies and identifying opportunities to improve efficiency, user experience, automation, reporting, knowledge management, and data integrity. Partners with

key stakeholders to assess, recommend, implement, and optimize technology solutions, platforms and tools.

4. Identifies opportunities to reduce manual processes through automation, enhanced system functionality, and improved data exchange. Collaborates with internal and external partners to resolve data integration issues and implement continuous improvements.
5. Serves as the lead project manager for departmental initiatives and programs, ensuring projects are delivered on time, within scope, and in alignment with business objectives. Develops and maintains project plans, timelines, schedules, stakeholder communications, implementation roadmaps, decision logs, and issue trackers.
6. Coordinates and project manages cross-functional initiatives, including market reviews, benchmarking studies, request-for-proposal (RFP) processes, annual renewals, and implementation of well-being and benefits programs, services, technologies, and operational enhancements. Partners with subject matter experts and department leadership to support planning, execution, stakeholder communication, and successful delivery of project objectives, as well as ad hoc departmental initiatives.
7. Provides oversight, guidance, prioritization, and professional development support for departmental operational and analytical resources, including the Operations Analyst position. Monitors department workflow volumes, service-level commitments, and operational performance metrics to support effective workload management and operational readiness.
8. Oversees onboarding/offboarding operational procedures and access governance for Department staff to HR systems, insurance carrier portals, distribution lists, Teams sites, shared files, document repositories, and other platforms. Maintains operational controls and documentation related to user access management, system security protocols, and appropriate termination of access.
9. Promotes effective work practices, works as a team member, and shows respect for co-workers

Knowledge, Skills & Abilities

- Advanced project management and program implementation experience, including the ability to sequence dependencies, manage multiple timelines, track deliverables, and drive projects to completion.
- Strong process improvement, workflow redesign, and operational excellence skills, including experience developing SOPs, governance frameworks, and operational controls.
- Demonstrated experience evaluating, implementing, and optimizing technology solutions, system integrations, data feeds, and business process automation.
- Strong analytical, organizational, and problem-solving skills, with the ability to identify root causes, evaluate alternatives, and recommend practical solutions.
- Ability to manage multiple complex projects simultaneously across global stakeholders and in a fast-paced professional services environment.
- Excellent written, verbal, and presentation skills, including the ability to prepare clear status updates, process documentation, project summaries, and leadership-ready materials.
- Strong stakeholder management and cross-functional collaboration capabilities, including the ability to work effectively with managers, subject-matter experts, vendors, consultants, operational teams, and internal business partners.
- Sound judgment, discretion, and professionalism when handling sensitive employee, benefits, vendor, financial, operational, compliance, or systems-related information.
- Advanced proficiency with Microsoft Office applications, collaboration platforms, reporting tools, and project management software; ability to learn and use department-specific systems and workflow platforms.

Position Specifications

Typical Experience

- Typical years of relevant experience: a minimum of five years in human resources operations, project management, process improvement
- Typical years of cumulative experience: seven plus years
- Familiarity with benefits and insurance plans is preferred.

Education

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

Working Conditions and Physical Demands

- Frequently move (e.g., walk) around the office
- Occasional travel, including both domestic and international travel, may be required
- Spend extensive time using a computer, including use of a PC keyboard and mouse or similar data input devices
- 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.