

Well-Being & Benefits Senior Manager – Program Engagement

PeopleSoft Job Code / Title:	6897 / Well-Being & Benefits Snr Mgr
Department / Subdepartment:	Well-Being & Benefits
Organizational Relationship:	Reports to Director
FLSA Status:	Exempt
UCM Level:	Level 6
Last Updated:	May 20, 2026

Department / Subdepartment Overview

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

Role Overview

The Well-Being & Benefits Senior Manager – Program Engagement is responsible for serving as a strategic advisor and primary architect of benefits-related engagement strategies. This role develops, executes, and continuously improves a comprehensive roadmap that drives awareness, understanding, and engagement in the firm's global benefits, well-being programs, and resources. A seasoned professional who acts as a strategic advisor, manager, and mentor, the senior manager specializes in devising compelling internal engagement strategies, producing a diverse array of bespoke solutions while ensuring consistency across department verticals and enhancing departmental visibility. The role is also responsible for ensuring that the Well-Being & Benefits team and local office stakeholders are well-trained and well-informed on all benefits and resources to effectively drive engagement in their interactions with colleagues.

Essential Duties and Key Responsibilities

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

1. Develops and leads a multi-channel benefits engagement strategy that increases awareness, understanding, and utilization of the firm's benefits, well-being, and resource offerings, translating complex benefits information into clear, user-friendly content tailored to varied audiences (e.g., lawyers, business services professionals, partners, leaders, and global offices) and ensuring message consistency across department verticals
2. Acts as a strategic advisor to Well-Being & Benefits leadership on engagement campaigns and change management related to benefits, ensuring colleagues understand the value and implications of changes
3. Identifies and recommends new engagement approaches, campaigns, and messaging frameworks to better engage colleagues and maximize benefits/resource adoption, including how to leverage AI to improve access to key information
4. Leads the planning and execution of annual and cyclical benefits campaigns (e.g., open enrollment, mid-year reminders, new program rollouts, policy changes)
5. Oversees the maintenance of the Well-Being & Benefits SharePoint site and communications library to ensure all copy is current, consistent and that the most effective formats and technology platforms are used to promote firm programs and resources

6. Establishes and tracks key metrics for benefits engagement in partnership with HR analytics and external vendors; uses data and insights to recommend adjustments to engagement strategies, communication channels, and content to improve reach, equity of access, and impact
7. Stays current on industry best practices and emerging trends in benefits engagement, colleague experience, and HR technology
8. Serves as a primary liaison between Well-Being & Benefits and Internal Communications, collaborating on year-round engagement initiatives that spotlight key benefits and programs; builds strong relationships with various other internal verticals to coordinate and align messaging across the organization
9. Provides coaching and guidance to Well-Being & Benefits colleagues as well as key global and regional stakeholders on engagement planning, messaging, and storytelling
10. Promotes effective work practices, works as a team member, and shows respect for co-workers

Knowledge, Skills & Abilities

- Advanced knowledge of traditional global benefits practices and functions
- Outstanding track record of creativity and innovative thinking, able to confidently provide concise and specific recommendations to senior management
- Global mindset and sensitivity to cultural and regional differences with experience supporting communications across multiple geographies
- Exceptional and professional interpersonal skills (e.g., active listening), including superior written and verbal communication skills, with experience translating complex or technical information into clear, engaging, and accessible content with a focus on colleague experience; ability to interact with people at all organizational levels
- Ability to take initiative and work both independently and in a team environment with a customer-service focus
- Ability to undertake large, long-term projects, develop alternative methods to complete them, and implement solutions
- Exceptional leadership and project management skills (i.e., organizing, planning, problem-solving, and decision-making) necessary for effective management
- Deep subject matter expertise with proven ability to influence positive outcomes
- 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 developing internal campaigns for varied employee groups or clients to drive engagement in benefits and resources
- Typical years of cumulative experience: ten plus years

Education

- Bachelor's degree or equivalent required
- Fourteen 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.