

Workplace Experience Lead (DEN)

PeopleSoft Job Code / Title:	Workplace Experience Lead
Department / Subdepartment:	Workplace Experience
Organizational Relationship:	Reports to Level 4 or above
FLSA Status:	Exempt
UCM Level:	N/A
Last Updated:	January 22, 2026

Department / Subdepartment Overview

The Workplace Experience (WE) team provides a world-class experience for internal and external clients of the firm, wherever they are in the world. Specializing in genuine connections and providing services that seamlessly anticipate and resolve client needs.

Role Overview

The Workplace Experience (WE) Lead plays a crucial role in delivering top-tier service to both internal and external clients, whether remotely or in-person. The lead promotes departmental goals, understands client needs, embodies behaviors aligned with departmental vision and goals, and implements solutions to improve client experiences. The WE Lead oversees and addresses the support needs of personnel and guests, focusing on their work areas and related requests. Additionally, the role requires effective project management, communication, and fostering a community-oriented and efficient environment.

Essential Duties and Key Responsibilities

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

1. Serves as the primary point of contact for new partners and associates in the relevant location, guiding them through the onboarding process while integrating them into the firm’s culture and processes
2. Acts as a liaison between new partners and various departments, acting as a trusted advisor, ensuring they have access to necessary tools, resources, and support; functions as a liaison across business services, ensuring consistent communication, and guiding process efficiency
3. Liaises, manages, and coordinates vendor relationships and expenses for various office-related needs (office supplies, records management, courier services, food and beverage service, equipment leases)
4. Oversees physical office space management including all maintenance, issue resolution and upkeep, parking, security, and cleaning, coordinating with building personnel as needed
5. Ensures workstations and collaboration spaces are presentable and equipped to client specifications; verifies technology functionality, provides first-line technology assistance, and utilizes the firm’s Workplace Experience technology tools to enhance client support
6. Prepares for and greets all guests and visitors including obtaining credentials, office readiness, meeting space coordination, etc., anticipating needs and providing information about available services
7. Prepares for, plans, and coordinates in-office meetings, video conferences, client in-office and off-site events, trainings, and other social activities, including room set up and clean up and food and beverage service
8. Provides administrative support to ensure new partners are onboarded with accuracy and compliance with firm policies; handles various administrative tasks such as conflicts of interest and new business intake forms, expense reports, DocuSign, signature pages, closing binders, printing, binding, and shipping

9. Provides concierge services including securing travel arrangements, catering lunch and/or dinner; ensure all amenities are stocked and functioning
10. Operates as an on-the-ground project manager, managing client support, facilitating connections between departments, and utilizing firm resources like ServiceNow and MS Teams; assists with special projects, offsite experiences, and adheres to globally standardized service level agreements
11. Promotes effective work practices, works as a team member, and shows respect for co-workers

Knowledge, Skills & Abilities

- Strong organizational, project management, and multitasking skills, with the ability to manage multiple priorities and deadlines
- Well-developed and professional communication and interpersonal skills, with the ability to collaborate effectively with stakeholders at all levels
- Ability to work in a team environment with a customer service focus
- Ability to use independent judgment and discretion when making majority of decisions
- Working knowledge of health and safety standards and regulations to ensure compliance and promote a safe environment
- Ability to utilize and navigate various technology platforms and applications to enhance efficiency and productivity
- Ability to act as a Notary Public or its equivalent, with training and qualification pursued if not currently certified
- Certification in CPR and AED, with training and certification pursued if not currently certified, to ensure readiness in emergency situations
- Ability to handle confidential and sensitive information with the appropriate discretion

Position Specifications

Typical Experience

- Typical years of relevant experience: a minimum of three years' progressively responsible management experience in a legal or professional services environment required
- Typical years of cumulative experience: a minimum of five years

Education

- Bachelor's degree or equivalent in Business or related field required

Working Conditions and Physical Demands

- Extensive time performing physical activities that require considerable use of arms and legs and movement involving the whole body, such as lifting, carrying, pushing, and pulling (up to 25 lbs.), balancing, walking, stooping, grasping, and handling of materials
- 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.