

# JOB DESCRIPTION

<b>Job Title</b>	<b>Associate Director, Finance Shared Services</b>		
<b>Reports to</b>	<b>Deputy CFO</b>		
<b>Department</b>	<b>Operations - Finance</b>		
<b>Job Family</b>	<b>Business Services</b>	<b>Level</b>	<b>5</b>

## About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

## About the Department

Finance plays a key role delivering transformation and support to achieve the School's strategy over the medium term (5 years) and longer term. The team provides a full financial service to all areas of the School and in particular:

- Strategy and strategic planning and analysis support to the School's senior executives, Governing Body and its sub-committees.
- A comprehensive management information and business partner service to the School's senior management including planning budgeting, forecasting, assessment of risks and opportunities and work on special assignments and projects.
- A customer-facing finance service to support the day to day running of the School including all transaction processing services – purchase invoicing, expenses; banking and treasury management; sales invoicing and credit control; research grant funding support; and fundraising.
- Full corporate governance and compliance provision to the School and its subsidiary companies including managing and reporting on internal controls; financial accounting and reporting; insurance, tax, VAT and legal, the OfS and Charity requirements; external funder requirements, and management of external audit.
- Purchasing and procurement support to the School's budget holders to deliver Value for Money.
- Provision of training and building business knowledge across the School and with partnered areas.

## Job Purpose

The Associate Director, Finance Shared Services will have overall responsibility for the day-to-day running and operational improvement of the finance systems and the transactional finance team including Accounts Payable, Accounts Receivable (including credit control) & Treasury. This includes activities outlined below.

- Oversee the finance system
  - working with the Senior Finance Systems Manager and key stakeholders to assess requirements for improvements / upgrades to the finance system and introduce/upgrade/replace modules for the finance systems to meet stakeholder requirements as appropriate,
  - responsible for the day to day operation of the finance systems including resolving escalations and issues effectively, swiftly and efficiently
  - partner with the finance system provider to understand future changes and create effective solutions for the benefit of the School.
- Change agent – lead or be a key member of team for Finance/School wide projects including transforming the financial processes within the team and managing associated change
- Data Lead - Finance Department
  - Serve as the primary point of contact for all data management matters within the department
  - Collaborate with the School Data Group to implement new policies, updates, and respond to information requests.
  - Oversee and maintain the department's Record of Processing Activities (ROPA).
- Oversee the activities of transactional finance teams including:
  - minimising bad debt,
  - ensuring accuracy and completeness of general ledger postings,
  - resolving escalated issues and resolving issues identified through the monthly Accounts Controls Pack and other processes.
- Management of internal control within the team, including
  - ensuring all policies and procedures documents for AP, AR and Finance Systems are complete and up to date
  - ensuring financial controls within the teams are adhered to
  - identifying and resolving control and procedural inefficiencies within the transactional finance teams.
- Manage the day-to-day cash balances ensuring
  - cash flow requirements are met
  - appropriate bank mandates and HSBC.net authorities are in place
  - the relationship with the School's bankers is maintained
- Team management ensuring that the team is developed and trained on an ongoing basis.
- Ensure Deputy CFO is fully briefed on issues and suggestions for change.
- Any other duties as assigned by the Deputy CFO.

## Key Areas of accountability and Key Performance Indicators (KPIs)

### Key areas of accountability:

### **Strategy and Planning**

- Contribute to the development of a vision/strategy for a department /division to enable the realisation of the London Business School vision.
- Develop and lead the implementation of plans for an area/department to support the achievement of wider departmental/organisational goals.
- Lead the development of Key Performance Indicators to support the assessment of the quality and efficiency of service delivery.

### **Partnering and Service Delivery**

- Partner with relevant area to understand their strategic goals and provide subject matter expertise to support and facilitate effective decision-making.
- Provide technical guidance and recommendations as a subject matter expert in order to support the resolution of the most complex issues from all stakeholders, and develop precedents to improve service delivery within own specialist area.
- Provide professional advice and guidance to senior management, sharing expertise and information to support effective decision-making.
- Manage the delivery of activities within a specialist area, in line with relevant policies and procedures, to ensure performance meets set targets/key performance indicators to support the School in the delivery of a first-class service.
- Provide training to non-finance business partnered areas as appropriate.
- Work across the business to enable the delivery of transformation including that related to the effectiveness of the new finance ecosystem

### **Analysis and Reporting**

- Manage the processing of complex data and apply technical knowledge when conducting root cause analysis to identify solutions to complex issues/unique requests from students, colleagues or stakeholders from across the School.
- Analyse key themes from a wide range of data sources in order to identify issues and how different scenarios may impact upon London Business School and the delivery of its services.
- Extract data from multiple sources, check its integrity and produce quality, relevant and understandable reports for use by management and to develop reports to be used by senior management in the decision-making process or for action.

### **Compliance**

- Lead the creation of policies and procedures for own area and help embed them across the School.
- Quality-assure the drafting of key policy documents to ensure full compliance with internal/external rules, regulations and legislation governing the delivery of business services and/or business/academic education.

### **Collaboration and Relationship Management**

- Partner, and build strong relationships with relevant areas to ensure good understanding of their business goals and that advice/service delivered meets and exceeds their needs and to create effective partnership.

- Establish networks across organisational peer groups and outside of London Business School to gather and share information to ensure that professional services are delivered in line with industry best practice.
- Represent the team to colleagues, stakeholders and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate for best business solutions, to improve effectiveness and to enable London Business School to better meet its strategic goals.

### **Project Management**

- May manage projects in own area of specialism, or contribute to cross-School projects, providing subject matter expertise to help achieve projects objectives.
- Provide subject matter expertise to strategic, complex and/or high-impact projects to support their successful delivery.

### **Financial Management**

- Contribute to the development of budgets for the department.

### **Process Improvement**

- Research best practice in own area of expertise, and review and analyse detailed business models to support senior management in developing and improving policies, processes and systems relevant to a specialist area.
- Embed continuous improvement
- Lead on the implementation of improvements in a defined area of Business Services.

### **People Management**

- Being a role model by 'living the School's values and role modelling behaviours encouraging wellbeing and work-life harmony, tailoring own approach according to specific individual needs.
- Creating a team that shares collective purpose and collaborates to achieve great things together.
- Coaching and development of team, particularly development of analytical and business partnering skills and reporting skills including the production of high quality relevant and insightful narrative.

### **Change Management**

- Champion change by role modelling the behaviour expected from all colleagues, develop and communicate plans to ensure change is successfully implemented within own division/ department.
- Partner with the business to identify opportunities for positive, service enhancing change, and develop strategies to ensure the change is successfully implemented and the benefits are realised.
- Enable the continuous improvement of the finance ecosystem.

### **KPIs:**

- Delivery of high-quality timely service in area of specialism.
- Development of solutions and improvements to complex issues within own area of specialism.

- Well defined, clearly communicated and executed strategies and/or plans for area of work.
- Trusted adviser relationships developed with key stakeholders.
- Excellent stakeholder feedback.
- Development and maintenance of high-quality policies and processes.
- Contribution to cross-School initiatives.
- Projects delivered on time, on budget and to quality standards
- Embedded continuous improvement.
- Role modelling the School behaviours and living School values.

### **Knowledge/Qualifications/Skills/Experience required**

- ACA / ACCA / CIMA qualification and significant Post Qualification Experience.
- Experience in leading and implementing complex business change solutions
- Excellent business partnering skills
- Strong internal governance, risk and control knowledge and experience.
- Excellent communicating and influencing skills, with the ability to negotiate, collaborate and influence.
- Demonstrable credibility and a network of contacts in an area of expertise.
- Subject matter expert in legislation, policies, tools or systems applicable to own area of specialism.
- Ability to scan the horizon, identify industry best practice and translate this into future planning for own area of specialism.
- Proven financial management skills and commercial acumen.
- Knowledge of TechnologyOne would be an advantage

<b>Staff</b>	<b>c13</b>
<b>Budgets</b>	<b>Nil</b>
<b>Date Updated</b>	<b>December 2024</b>