

JOB DESCRIPTION

Job Title	Finance Manager		
Reports to	Associate Director FP&A		
Department	Accounts		
Job Family	Business Services	Level	4

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 aims to be a *“trusted partner providing expert guidance, critical controls and processes, meaningful insight and challenge to support effective decision-making, empowering the School to achieve its long-term goals”*.

The spectrum of finance and procurement activities undertaken by the c.40 people in the Finance department includes: finance processes operations, finance systems operations, management and statutory reporting, controls and compliance, tax, business partnering with business units to delivery their plans, funding and banking negotiations and operations, and procurement leadership and governance for the School and its subsidiaries.

In order to fulfil its vision of *“Finance pro-actively partners with stakeholders to achieve the School's vision”* the finance department is embarking on a significant transformation including new operating model, revised organisational structure, improved and new processes and upgraded systems.



Job Purpose

As Finance Manager you will be responsible for delivering plans, budgets and forecasts that are aligned to the strategic goals of the business and ensuring that budget targets are achieved through effective budget management and business partnering. Key responsibilities will include:

- Owning and managing the corporate plan, budget and quarterly financial forecasts, inputting in long term planning, supporting department in their strategic direction
- Managing a team of 4 Finance analysts
- Financial reporting
- Senior business partnering, presentation of financial results to departmental management board
- Commercial decision support for new programmes and initiatives
- Efficient financial operations processes
- Support in meeting all financial regulations and month close (tax, school regulations)
- Excellent in customer service

Measures of success are:

- Plans and budgets are aligned to and support the strategy
- Budgeted contributions and margins are achieved
- Commercial and finance processes are aligned and up-to-date, support ongoing value creation
- Debt is consistently collected on time
- No or minimal clients invoicing issues
- Statutory and School obligations are met. No major audit points.
- Client and staff feedback

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Strategy and Planning

- Contribute to the development of strategy for the area, ensuring that plans are aligned to wider departmental strategy and overall School goals.
- Contribute to the development of broader operational plans, manage operational plans in own area and enable successful implementation by prioritising and aligning planned activities.
- Contribute to 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 business goals and provide them with professional or technical advice, sharing expertise and information to support effective decision-making.
- Use specialist knowledge and information to diagnose and resolve technical issues within agreed parameters, escalating the most complex where appropriate.
- 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.

Analysis and Reporting

- Process 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.
- Extract data from multiple sources, check its integrity and produce reports for use by management.
- Liaise across the team to prepare complex reports to inform review, planning and decision-making.

Compliance

- Provide advice to colleagues and stakeholders on the interpretation of policies and procedures for an area of specialism, and support monitoring, to ensure compliance across the School.

Supplier/Contractor Management

- Monitor the quality of work delivered by third-party suppliers and agencies against service level agreements to ensure it is to the required standard, and provide feedback on performance to management. Take action as necessary based on feedback and escalate issue resolution when required.

Collaboration

- 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.

- Develop and enhance relationships with stakeholders across the School to facilitate improved communication, support implementation of change programmes, and to monitor the level of satisfaction with service delivery.
- Represent the team to colleagues, stakeholders and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate for best business solutions.

Project Management

- Lead on the delivery of a portfolio of projects in own area of specialism, or act as an expert resource to or manage a work stream in a large/complex project, managing external suppliers/ contractors to ensure successful delivery within budget and to quality standards and targets.

Financial Management

- May oversee the co-ordination of financial planning and reporting, providing guidance as required to support colleagues to fulfil financial management responsibilities.
- May carry responsibility for a specific budget, fulfilling financial management requirements and ensuring the effective use of financial resources within budget.

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.

People Management

- Please read the people management accountabilities section at the start of this Job Family document, and refer to the most appropriate level based on team size or level.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and consider the impact of change on all processes, systems and people to ensure appropriate steps are taken for successful implementation.
- Consult with and advise the business on change programmes and initiatives, influencing stakeholders so they become advocates for the change and support its successful implementation.

KPIs:

- Delivery of high-quality service in area of specialism.

- Development of solutions and improvements to complex issues within own area of specialism.
- Production of high-quality reports, with complex analysis to support management decision-making.
- Contribution to cross-School compliance with regulations and legislation.
- High-quality work delivered by third-party contractors and agencies.
- Projects delivered on time, on budget and to quality standards.
- Strong cross-team working relationships with key stakeholders.
- Positive feedback from students, colleagues and stakeholders.
- Improvements in commercial performance for the team or department.
- Contribution to the development of policies, processes and systems.

Knowledge/Qualifications/Skills/Experience required

- Graduate and qualified accountant (or passed finalist)
- Membership of the appropriate professional body (CIMA, ACCA or equivalent)
- Experience of planning, budgeting and forecasting
- Experience in a business partnering role
- Significant experience of producing effective financial and non-financial management reports, analyses and recommendations
- Ability to prioritise and focus on material issues
- Experience of establishing good control and reconciliation environments
- Experience of working discreetly with sensitive information
- Ability to work with and relate to a wide variety of people
- Advanced IT skills essential
- Excellent communication skills – both verbal and written
- Excellent customer service skills

Resources including team management

--

Staff	
Budgets	
Date Updated	Oct/2020