

JOB DESCRIPTION

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| Job Title | Senior Finance Manager: Executive Education | | |
| Reports to | Director, Financial Planning & Analysis | | |
| Department | Operations: Finance – FP&A | | |
| 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 plays a key role delivering change and supporting planning to achieve the School's strategy over the medium term (5 years to 2026/27) and longer term (to 2031/32). The team provides a full financial service to all areas of the School and in particular:

- Strategic planning and analysis support to the School's senior executives.
- A comprehensive management information and business partner service to the School's senior management including planning, budgeting and forecasting.
- A customer-facing finance service to support the day to day running of the School including all transaction processing services – purchase invoicing, payroll and expenses; banking and treasury management; sales invoicing and credit control; research grant funding support; and the processing, reconciliation of, and reporting on, 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, HEFCE and Charity requirements; and management of external audit.

- Purchasing and procurement support to the School's budget holders to deliver Value for Money.

Job Purpose

To provide a full finance business partner service to Executive Education (EE). Executive Education delivers an extensive portfolio of open enrolment programmes in person and customised programmes tailored to specific context, challenges and needs of global corporations. This role covers:

Key member of the FP&A leadership team, senior business partner for Executive Education businesses, preparing high level content suitable for inclusion within Management Board and Committee-level papers and deputising for the Director of FP&A as required.

Leading the co-ordination and facilitation of all financial aspects of the long term plan, associated budgets and forecasts ensuring that senior managers and other stakeholders are fully engaged

Providing day to day financial support to EE management team to ensure accurate and timely forecasting of revenue and costs items, in line with the school financial reporting process

Providing insightful, value-add and relevant financial information for senior managers (EE and Finance), to support strategic initiatives and ongoing business decision making

Building and maintaining transparent models to support strategic planning and decision making in respect of the EE programme portfolio ensuring alignment with Senior Management objectives including revenue & contribution targets

Being recognised as a valued and influential member of the management teams supported by this role

Providing support and advice on new developments and projects and undertaking other ad hoc work as required

Manage a small team to assist with the work load

Key Stakeholders:

- Associate Dean, Executive Education
- Commercial Finance & Legal, Director, Executive Education
- CFO
- Deputy CFO
- Director, FP&A
- Associate Director, Finance
- Finance department (Other FP&A/Central Finance/Credit Control/AP/Tax)
- Wider school management as required

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 and within FP&A
- Production of high-quality reports, with complex analysis to support management decision-making.
- Improvements in commercial performance for the team or department.
- Positive contribution to the development of policies, processes and systems.
- 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 colleagues and stakeholders.

Knowledge/Qualifications/Skills/Experience required

- Bachelor’s degree or equivalent experience.
- Professional qualification or equivalent experience.
- Financial management experience and commercial acumen.
- Excellent communication skills with the ability to engage a variety of audiences.
- Excellent analytical and problem solving skills.
- Ability to prioritise and focus on material issues.
- Ability to manage multiple internal and external stakeholders.
- Experience in effectively managing external suppliers/contractors.
- Experience of leading projects.
- In-depth knowledge of business education/specialist area.
- Sound working knowledge of policies, regulations and legislation in area of specialism.
- Significant experience of software related to own area of specialism, with the ability to build basic models or tools.

Resources including team management

Management of a team of 4: a Finance Manager, a Senior Finance analyst and 2 Finance Analysts.

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| Staff | 4 |
| Budgets | None |
| Date Updated | 09.09.2024 |