

JOB DESCRIPTION

Job Title	Finance System Analyst		
Reports to	Senior Finance System Manager		
Department	Finance - Operations		
Job Family	Business Services	Level	3

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

Within Operations, Finance plays a key role delivering change and supporting planning to achieve the School's strategy over the longer term. 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 an effective and high quality finance systems service to the Finance Department and wider School in support of their objectives.

This includes

- Supporting the Finance System Manager and IT with the maintenance of finance system and projects relating to the finance systems.
- Set up and manage user access rights in the new financial system, ensuring appropriate levels of access for different roles within the organisation.
- Develop and provide finance system training for end users.
- Ensure policies and procedures are developed and maintained.
- Assist with reporting and other financial systems queries.
- Providing systems administration, which covers maintenance of users and authorisations, cost centres and hierarchies, and other standing data for our finance system TechnologyOne.
- Maintain our expense and purchasing order systems to ensure users are set up and inputs and changes are done accurately and on a timely basis.
- Administration of the School's banking & credit card system (approving, sending out of applications, contact for all queries)
- Any other duties as assigned by line manager.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Delivery and Support

- Apply specialist technical knowledge across a range of different areas to deliver required services in line with defined processes, escalating queries or tasks if outside own technical knowledge and/or standard procedure for own area.
- To provide first line support to users in a professional manner, ensuring helpdesk calls for our finance system are logged, prioritised and assigned to the appropriate person for resolution.
- Resolve support calls assigned following agreed procedures, documenting all faults and resolutions accurately and systematically to meet standards and ensure all user problems are escalated appropriately and users are informed on progress.
- Monitor Finance Helpdesk calls to identify general system issues and training needs. Communicate to system users updates, update user training guidance, FAQs and support system users as required. Contribute to the creation of articles and on-going maintenance of the training pages.
- Respond to requests from all stakeholders, providing specialist advice to deliver the information and/or understanding they require and provide an excellent service.
- Design and develop materials and policy guidance, with supervision from more senior colleagues, for use in the provision of an efficient and effective business support service.
- Provide training to colleagues or stakeholders on an area of specialism to upskill and educate others in the business support services provided.

Analysis and Reporting

- Independently collate, cleanse and analyse data, and make recommendations based on analysis to support the department's decision making process.
- Liaise across the team and other departments to prepare reports to inform review, planning and decision-making.

Compliance

- Undertake investigations and inspections of data, processes and working practices in accordance with established procedure to identify actual/potential compliance issues and recommend appropriate action.

Collaboration

- Collaborate closely with team members and other departments across the School to enable cross department working, to raise the team's profile, and to drive consistency of approach/standards through the wider School, thereby enabling

Knowledge/Qualifications/Skills/Experience required

- Experience of working in a data focused role or a finance department is essential
- Good communication skills and the ability to break down technical issues and explain them in layman's terms.
- Sound working knowledge of standard IT packages, systems and/or databases. TechnologyOne systems knowledge advantageous
- Experience of using software related to own area of specialism to extract, analyse and report on data.
- Good attention to detail.
- Good time management skills with the ability to organise and prioritise.
- Good team working skills and the ability to work collaboratively.
- Experience in standard financial management processes.
- Experience of working in a customer facing environment.
- Strong analytical and problem solving skills.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and fully support any new activities or actions brought about change to help successful implementation.

Staff	Nil
Budgets	Nil
Date Updated	December 2024

- Delivery of high-quality service in area of specialism.
- Area/team compliance with necessary regulations/processes.
- Production of high-quality reports, with the identification of trends and issues.
- System enhancements and updates delivered on time, on budget and to quality standards and targets.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Improvements to processes and procedures in own area of specialism.
- Delivery of accurate financial information for finance and wider school