

JOB DESCRIPTION

Job Title	Credit Control Analyst – OPEN PROGRAMMES		
Reports to	Accounts Receivable Manager		
Department	Operations - Accounts		
Job Family	Business Services	Level	2

About the School

At London Business School we have a profound impact on the way the world does business. 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 mind set. 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

It is the Vision of London Business School to have a profound impact on the way the world does business.

London Business School is pre-eminent in the field of business education and is consistently ranked amongst the best in the world for both its degree and executive education programmes. It is the School's vision to have a profound impact on the way the world does business, and it aims to achieve this through the research produced and disseminated by its faculty, and through the achievements and influence of its alumni.

The Operations Department (incorporating IT & Library, Campus Services & Developments and Accounts) aims to deliver end to end services to the School to support four strategic priorities:



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The expansion of the degree and executive education programme portfolios.

The enhancement of all aspects of the student and participant experience.

The development of the School's reputation as a research-led institution with a world-wide impact through the development of the research capacity and capabilities of its faculty.

The implementation of a robust financial model to underpin the School's vision.
In the context of the above, Accounts provides:

A full customer-facing finance service to support the day to day running of the School (including central management and administration of the sales and purchase ledgers, payroll and the treasury function; research grant funding support and the processing, reporting and reconciliation of fundraising).

A full corporate governance and compliance provision to the School and its subsidiary companies including management of financial controls; financial accounting and reporting; provision of insurance and tax support and management of the external audit process.

A management information and business partnering service to the School's senior management.

A strategic planning and analysis service to the School's executives.

Purchasing and procurement support to the School's budget holders.

The key objectives of Accounts in the School Plan include:

- To support planning work to achieve the School's strategy over the medium term (5 years to 2017/18) and longer term (to 2024/25).
- To maintain and continually improve the internal control environment ensuring the integrity and accuracy of the School's finances and meeting all corporate governance requirements.
- To deliver accurate, timely and highly rated management information and business partner support, ensuring financial considerations are an integral part of decision making across the School.
- To deliver and demonstrate delivery of value for money across all School activities.
- To deliver change in support of the School's strategy.



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Job Purpose

The purpose of the post is to:

- Perform credit control activities for the School's open programmes and other invoicing activities.
- To operate all Accounts Receivable activities
- Ensure that student invoicing for the School's Open programmes remains in line with the nominal rolls for those courses
- Effectively tracking and managing participant payments – aiming for a '100% paid' prior to a programme start date
- All of the necessary payment details are captured to receive payment prior to programme commencement
- Regularly run outstanding payment reports to ensure outstanding debts are paid. Minimise the open debt by clearing 100% of unpaid invoices before they attend the Programme.
- The Admissions Team and Central Accounts Team are made aware of any cancellations so that refunds/
- transfers/cancellation fees can be processed in a timely manner
- Good working relationships are built with the participants to ensure that all required information is received
- Assist and issue invoices as requested by the Executive Education Admissions team and in line with the timelines established for each course.
- Perform periodic reconciliation of participant invoicing back to nominal roll lists for each course.
- Any other duties as assigned by your line manager

SKILLS EXPERIENCE REQUIRED

- Credit control experience
- Experience of working within a sales ledger environment
- Strong customer focus.
- Results orientated.



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- A good team player

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Delivery and Support

- Conduct administrative and/or operational tasks in accordance with defined policies, procedures and instructions to ensure the delivery of a first-class service to all stakeholders.
- Provide first line support within the School, solving routine problems in a specific area, and providing stakeholders with the information and/or understanding they need to deliver an excellent service.
- Monitor levels and order standard materials/resources, ensuring that appropriate stock levels are maintained within budget.
- Draft and develop standard materials, working to a clear brief, for use in the provision of an effective and efficient support service.



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- Co-ordinate team calendars and meetings to support efficient and effective team working.
- Organise, input into and monitor databases and records to ensure accurate recording, completed in a timely manner in line with established processes.

Analysis and Reporting

- Organise, upload into and monitor systems, databases and records to ensure accurate recording and enable efficient service delivery to all stakeholders completed in a timely manner in line with established processes.
- Collate information to produce regular standardised management reports to support decision making within the department.
- Conduct analysis to support the identification of trends and forecasting to further enable effective planning.
- Collaboration and Support
- Provide support to colleagues within and outside the team as and when opportunities arise, to promote collaborative working across the School.
- Act as a point of referral for less experienced colleagues to help to resolve issues within the team.

Project Management

- Provide ad hoc support (e.g. research, external benchmarking) to small projects in order to support project planning and implementation; sometimes taking the lead on defined project activities

Financial Management

- Accurately process invoices and input financial data into systems to support the tracking of team/department budgets.

Process Improvement

- Proactively review relevant processes and systems within own area of work and make suggestions to improve efficiency.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, act in a resilient manner when responding to change, and proactively look for opportunities to support change to help embed it in the team and/or department.

KPIs:

- High-quality support service provided to all stakeholders.



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- Production of high-quality materials.
- Up-to-date diary management.
- Timely response to and resolution of enquiries, requests and issues.
- Accuracy and integrity of data in business systems.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Positive feedback from project managers.
- Compliance with processes, procedures and standards.
- Accuracy of financial records.
- Contributions to process reviews and operational improvements.

Knowledge/Qualifications required

- Further education or equivalent.
- May hold vocational qualification.
- Good communication skills and the ability to address a variety of stakeholders.
- Sound working knowledge of standard IT packages, systems and/or databases.
- Experience of software related to own area of specialism.
- Proactive approach to relationship development with colleagues.
- 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.
- Ability to interpret and apply guidelines to a specific activity.
- Experience in standard financial management processes.
- Experience of working in a customer facing environment.

Resources including team management

Non-managerial position.

Staff



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Budgets	
Date Updated	October 2021

