

# JOB DESCRIPTION

<b>Job Title</b>	<b>Commercial Finance Manager</b>		
<b>Reports to</b>	<b>Commercial Finance &amp; Legal Director</b>		
<b>Department</b>	<b>Executive Education</b>		
<b>Job Family</b>	<b>Business Services</b>	<b>Level</b>	<b>3</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

Executive Education designs and delivers world-class learning solutions, including a portfolio of Open Enrolment Programmes for individuals and Customised programmes for client organisations. With an annual turnover of £45 million, Executive Education accounts for approximately 40% of the School's total revenue and is an essential part of the School's strategy and growth.

The Transformative Learning Team owns and evolves Executive Education's Learning value proposition. This includes design and impact governance of all programmes and proposals, the quality assurance of learning, growing our global learning ecosystem, developing new products and services, and creating frameworks, models, and points of view on impact and transformative learning.

The team brings together LBS faculty thought leadership and the capabilities of a global ecosystem of learning partners, to design impactful, engaging, and inspiring learning journeys that transform people and organisations.

## Job Purpose

The Commercial Finance Manager plays a key role in delivering the commercial finance plan for Executive Education.

### **The Commercial Finance Manager is responsible for the following areas:**

- Using pricing models (Open and Custom) to price both Open and Custom programmes. Suggesting enhancements to the models where appropriate.
- Participation in commercial negotiations: ensuring sound commercial decisions that help to achieve revenue and contribution targets. Referring exceptions to the Director, Commercial Finance and Legal. Working closely with the legal and Business Development team as needed.
- Collaborate with Central Accounts, FP&A to ensure effective monitoring of Exec Ed programmes, both Open and Custom
- Leading on Strategic Account and Programme reviews from a financial perspective.
- Undertake competitor analysis that is used to adjust and enhance the commercial plan.
- Management of contract renewals (price increases).
- Financial modelling to support effective decision making
- Work with the Schools Central Finance team to ensure adherence to Schools overall strategy
- With the Director, Commercial Finance and Legal, Identify, propose and implement efficiency measures, and innovate ways of working that improve the financial performance and efficiency while maintaining quality.
- Assist with the definition of relevant policies and procedures. Ensure their effective application including the management of exceptions.
- Providing a world class business support service to Executive Education.

Note that the central accounts team provides a service to Executive Education that covers: annual budgets, quarterly forecasts, management accounting reports, financial operations, compliance (tax and statutory reporting). The Commercial Finance Manager will work with this team to ensure the seamless delivery of an integrated financial and commercial service to Executive Education. The Commercial Finance Manager will also use the information and services provided by the central accounts team to monitor the financial performance of Executive Education.

## 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.

#### **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. A key team in this regard is the central accounts team.

- 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**

- Contribute to 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 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:**

- Financial margin targets are achieved.
  - Contribution targets are met.
  - 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 stakeholders.
- Contribution to the development of policies, processes and systems.

## Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
  - Professional qualification or equivalent experience.
  - Experience in supporting commercial proposals, bids and negotiations.
  - Balanced commercial judgement.
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  - Experience of defining and implementing financial processes models and ensuring effective financial controls.
  - Excellent communication skills with the ability to engage a variety of audiences.
  - Significant experience of software related to own area of specialism, with the ability to build basic models or tools.
  - Sound working knowledge of policies, regulations and legislation in area of specialism.
  - Excellent analytical and problem solving skills.
  - Ability to manage multiple internal and external stakeholders.
  - Ability to prioritise and focus on material issues.
  - In-depth knowledge of business education/specialist area.
- Experience of leading projects. Financial management experience and commercial

## Resources including team management

**N/A**

<b>Staff</b>	<b>N/A</b>
<b>Budgets</b>	
<b>Date Updated</b>	<b>03.01.2024</b>