

JOB DESCRIPTION

Job Title	Director of FP&A		
Reports to	Chief Financial Officer		
Department	Operations - Finance		
Job Family	Business Services	Level	5

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 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 medium term (5 years) and 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, forecasting, assessment of risks and opportunities and work on special assignments and projects.
- 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, the OfS and Charity requirements; and management of external audit.
- Purchasing and procurement support to the School's budget holders to deliver Value for Money.

- Provision of training and building business knowledge across the School and with partnered areas.

Job Purpose

As Director FP&A you will be responsible for:

- Process and reporting improvement as new finance systems are introduced, including support for upskilling to maximise the effectiveness of the new system across the School. Embedding upskilling and new approach across the FP&A Directorate on the implementation and embedding of the new system.
- Overseeing and delivery continuous improvement across the FP&A directorate
- Ensure all FP&A Policies and Procedures are up to date and well communicated and all members of the team trained and developed on an ongoing basis.
- Manage and support the team to ensure routine reports are accurate, well written, user relevant, high quality, informative, on time– this includes monthly budget holder reports and the KFI and KPIs.
- Oversee the production of weekly monthly and quarterly management information to executives and budget holders ensuring actions are taken as appropriate. Development of Board level reports for review by the CFO. The Director will also support the CFO at senior meetings as required.
- Oversee the production of high-quality external reporting to external parties such as funders, regulators and lenders as appropriate
- The Director will also support the CFO at senior meetings as required.
- Maintenance of the bank model ensuring it is kept up to date for the latest actuals and forecast information. The bank model is the School's critical five-year forecasting model and is the source of the School's management accounts.
- Maintenance and delivery of work from the School's strategic forecasting and analysis models to support School transformation
- The financial analysis and support for the School's five-year plan including overseeing work with business partnered areas across the School. This will also include the development of report and high-quality narratives. The five-year plan work will encapsulate, costs, monetary and non-monetary benefits, key drivers, enablers and assumptions and related risks and opportunities
- Manage the weekly and monthly and quarterly delivery of management information from Business Partners to ensure the fortnightly overs and unders and quarterly forecasts/Budgets are meaningful and accurate, and all associated reports are to a high quality. Non-financial information should be included as appropriate to aid understanding.
- Senior business partner to Director level stakeholders, including liaising with stakeholders to understand their needs and put solutions in place, and review reporting outputs periodically to maximise value
- Team management (including management and motivation of the team, in particular ensuring succession planning, clear delegation with appropriate responsibility and support, ensuring that the team is developed and trained on an ongoing basis and receives appropriate coaching and developmental opportunities for progression, and cascading and filtering information about the School and department's priorities, both strategic and short-term).
- Identify future developments and create clear plans for delivery and implementation, and deliver once plans are approved
- Supporting the CFO as required with ad-hoc projects and initiatives, and in discussions with external stakeholders to support the delivery of both strategic and tactical initiatives to improve the use of technology as required and be a driving force in process and

management reporting improvement in anticipation of the introduction of new finance systems.

- Any other tasks assigned by the CFO.

Key Stakeholders:

- CFO
- Director level budget holders
- Executive Director, Finance
- Members of the Finance department
- External funders

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Strategy and Planning

- Contribute to the development of vision/strategy for the department/division, ensuring that plans are aligned to wider departmental strategy and overall School goals.
- Support the CFO in the development of strategy for the School and the delivery of the five-year plan
- Lead as required on the delivery of key work streams within the 5-year plan financial sustainability initiative
- 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 and Key Financial Indicators (KFI's) 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.
- Ensure that regular business partners meetings are held across the business
- 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.
- Work with business areas to produce high quality analysis and reports and support that improves the speed and quality of business decision making.
- Provide training to non-finance business partnered areas on financial planning and analysis matters.
- Work across the business to enable the delivery of transformation

Analysis and Reporting

- Manage the Processing of 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.
- Responsible for the forecast models). used for all Board, Committee and external reporting to funders and lenders and on some elements of the School's finances to regulators
- Extract data from multiple sources, check its integrity and produce reports for use by management and to develop reports for review and sign off for Board level meetings as required
- Liaise across the team to prepare complex reports to inform review, planning and decision-making.
- Produce high quality reports and associated narrative providing insight and ensuring that reports are tailored and relevant to users.

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 and to create effective partnerships and break down silos
- Develop and enhance relationships with stakeholders across the School to facilitate improved communication, analysis and decision making, support implementation of change programmes, and to monitor the level of satisfaction with service delivery. A key team in this regard is the central Finance 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.

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.
- Embed continuous improvement

People Management

- Being a role model by 'living the School's values and role modelling behaviours encouraging wellbeing and work-life harmony, tailoring own approach according to specific individual needs.
- Creating a team that shares collective purpose and collaborates to achieve great things together.
- Coaching and development of team, particularly development of analytical and business partnering skills and reporting skills including the production of high quality relevant and insightful narrative.

Change Management

- Champion change by role-modelling the behaviour expected from all colleagues, develop and communicate plans to ensure change is successfully implemented within own division/ department.
- Partner with the business to identify opportunities for positive, service enhancing change, and develop strategies to ensure the change is successfully implemented and the benefits are realised.

KPIs:

- Delivery of high-quality timely 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 and relevant and insightful narrative 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.
- Embedded continuous improvement
- Role modelling the School behaviours and living School values

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- Accounting qualification, substantial amount of PQE.
- Experience in business partnering and financial planning and analysis
- Experience in the delivery of high-quality narrative and reporting
- 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.
- Experience of delivery improvements and embedding continuous improvement
- Experience in effectively managing external suppliers/contractors.
- Financial management experience and commercial acumen.
- Experience of managing and delivering proportionate budgeting and financial planning governance in an organization.
- Experience of developing a team
- Experience of delivering change and transformation projects in a finance area or wider business

Resources including team management

Overall responsibility for a team of 11

Staff	4 direct reports
Budgets	c£ 1m
Date Updated	March 2023