

JOB DESCRIPTION

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| Job Title | Senior Accounts Payable Officer | | |
| Reports to | Accounts Payable Manager | | |
| Department | Finance | | |
| 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

Finance plays a key role delivering transformation and support 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:

- Strategy and strategic planning and analysis support to the School's senior executives, Governing Body and its sub-committees.
- 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, expenses; banking and treasury management; sales invoicing and credit control; research grant funding support; and 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; external funder 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

To ensure accurate, timely, and compliant processing of the organisation's purchase ledger across all business areas by delivering high-quality Accounts Payable services, while acting as a senior point of expertise within the AP function.

The role supports end-to-end purchase ledger activity, payment runs, supplier management and month-end reporting, and also provides day-to-day guidance to junior colleagues to maintain performance standards and process integrity. A critical aspect of the role is managing high volumes of email communication to ensure prompt responses and accurate information flow,

The post holder will further contribute to maintaining accurate financial records through the preparation of journals, supporting monthly reporting and KPI production, and resolving internal and external queries.

They will provide flexible support and cover across the Accounts Department as needed, ensuring continuity of service and effective financial operations.

Additional tasks may be undertaken at the direction of the Accounts Payable Manager.

This is a senior operational role with supervisory responsibility but no formal line management.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

End-to-End Purchase Ledger Processing

- Independently process all purchase invoices for allocated business areas.
- Ensure invoices are coded correctly, matched to PO's and approved according to policy.
- Ensure timely and accurate payment in line with supplier terms and internal controls.
- Identify workflow issues and proactively resolve or escalate, advising junior staff where needed.

Supplier Management & Issue Resolution

- Act as a senior point of contact for suppliers and internal stakeholders.
- Respond to queries within agreed timescales and SLA's.
- Resolve complex issues including unmatched items, pricing discrepancies, duplicate invoices, and disputed charges.
- Build effective working relationships to minimise recurring issues.

Weekly BACS Run – Preparation & Review

- Lead preparation and review of the weekly BACS run.
- Ensure that only validated, approved, and reconciled invoices are included.
- Conduct pre-payment checks and control testing, resolving exceptions in advance.
- Work with senior finance staff on final approvals and query resolution.

Expense & Corporate Card Processing

- Upload, review and approve employee expenses and corporate card transactions in line with policy.
- Validate receipts, coding and compliance; provide clear guidance to employees.
- Act as a subject matter contact for expense queries and support process improvement.

Creditor Ledger Integrity & Month-End Tasks

- Maintain creditor ledger accuracy through regular review and reconciliation.
- Support month-end through accrual preparation, reconciliations, and aged creditor analysis.
- Investigate ledger imbalances and ensure corrective action is taken.

IFB Faculty Expenses

- Complete daily review of IFB expense claims and available balances.
- Maintain and update the IFB workbook.
- Review claims for compliance and documentation accuracy; escalate where necessary.
- Escalate complex, unusual, or high-value claims to senior staff for further review.
- Complete daily spot checks and approve eligible claims in line with policy and available funds.

Advancement/Donation and Funding

- Gift processing (recording gifts, donor coding, pledge scheduling)
- Pledge management and fulfilment tracking
- Working with Advancement on outstanding pledges
- Gift Aid reclaims
- CAF America processing
- Direct debit claims
- Global Give / annual gift processing
- Fund code opening and closing related to donations

Treasury and banking (specific to fundraising)

- Monthly reconciliation of donation bank accounts
- Daily trust bank transactions
- Daily credit card claims related to fundraising

Role overlap and cover

- Training and workload management for that role
- Holiday cover for gift processing and fundraising activities

Management reporting

- Commitments and Cash reporting (FY + 5 years)
- Reconciliation of those reports back to the ledger

Supervisory and Team Contribution

- Provide cover for colleagues during absence and peak workload periods.
- Support onboarding and training of Level 1/2 Accounts Payable Officers.
- Share best practice and contribute to maintaining high standards across the AP team.

Continuous Improvement & Control Enhancement

- Identify improvement opportunities to increase efficiency and strengthen internal controls.
- Support workflow reviews, system updates, and documentation refresh.
- Participate in finance projects and AP improvement initiatives when required.

Additional Tasks

- Any duties as required by line manager.
- Provide cover to other team members as required, including other departments in Finance Operations.
- Flexibility to work outside normal hours when required to meet financial deadlines.

KPI's

Quality of Service

- Provide a consistently high standard of support to suppliers and internal stakeholders, with positive feedback and minimal escalations.

Relationship Management

- Build effective working relationships across the organisation and with suppliers, demonstrated through reliable collaboration and constructive communication.

Compliance

- Follow all processes, procedures, and financial controls with a high level of accuracy and no significant audit issues.

Timeliness

- Respond to and resolve queries within agreed SLAs, ensuring work is completed on time and backlogs are avoided.

Accuracy

- Maintain accurate financial records, achieving a very low error rate in invoice processing, expenses, payment runs, and creditor ledger activity.

Knowledge/Qualifications/Skills/Experience required**Qualifications & Knowledge**

- Good standard of education, including GCSE-level English and Maths.
- Bookkeeping, AAT Level 2/3, or equivalent qualification or significant relevant experience.
- Strong working knowledge of standard IT applications and finance systems; experience with TechnologyOne is advantageous.
- Demonstrable experience in a high-volume purchase ledger environment.
- Experience working within structured financial processes and controls.
- Comfortable managing routine tasks while also handling more complex queries independently.
- Able to work both independently and as part of a team, using good judgement to resolve issues with minimal supervision.
- Strong verbal and written communication skills, with the ability to engage effectively with a variety of internal and external stakeholders.
- High level of accuracy and attention to detail in all aspects of work.
- Ability to learn quickly, take ownership of tasks, and contribute to improving processes.
- Proactive and professional approach, with the confidence to build positive working relationships across the organisation.
- Organised, reliable, and able to manage workload to meet deadlines.
- Willingness to continue training and develop skills to support career progression.

Resources including team management

Non-managerial position

Staff

None

Budgets

None

Date Updated

December 2025.