

JOB DESCRIPTION

Job Title	Associate Director, Finance Operations		
Reports to	Deputy CFO		
Department	Finance - Operations		
Job Family	Business Services	Level	5

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

The Associate Director, Finance Operations leads the day to day end-to-end Finance Operations, accountable for delivering modern, high performing, digitally enabled financial operations. The role manages the operational finance services, including finance system, accounts payable, accounts receivable, donation gift processing, expenses review and payment, Data Governance and Treasury, ensuring they operate efficiently, accurately, compliantly and in full alignment with the School's strategy. This position oversees the end-to-end financial transactions processes, championing automation and systems and processes optimisation, and embedding a culture of continuous improvement across the finance system.

Key responsibilities include:

Finance Systems – management, transformation and continuous improvement

- Lead the end-to-end transformation of London Business School's financial operations partnering with the School's business areas to redesign core financial processes across the School.
- Drive cross-functional optimisation of procure-to-pay, order-to-cash, record-to-report and project-to-report processes, ensuring Finance becomes a strategic enabler of efficiency, clarity and compliant growth.
- Oversee major Finance system upgrades, workflow redesigns and integrations, embedding strong internal controls, seamless user experience and long-term scalability and optimisation.
- Serve as the senior escalation point for the Finance systems performance, partnering with Technology and suppliers to secure stability, innovation and value for the School.
- Lead the design and delivery of strategic change initiatives impacting the finance system and operations, including CRM-Finance integration, financial transactions processes redesign, and the optimisation of the Finance ecosystem.
- Embed continuous improvement culture and methodologies, delivering measurable gains in accuracy, timeliness, control environment strength and service quality and productivity for the finance system and finance transactional operations.

Finance Data Governance Leadership

- Act as the Finance Data Lead with accountability for data standards, definitions, quality assurance, ROPA compliance and reporting integrity.
- Collaborate with the School Data Group to enforce data policies, rapidly respond to data-related requests, and ensure Finance data delivers reliable insights for decision-making and institutional planning.

Operational Finance Leadership

- Provide operational leadership across Accounts Payable (including Expenses), Accounts Receivable, Credit Control, Treasury Operations and Finance Systems.

- Ensure excellence in finance transaction accuracy, policy compliance, issue resolution, financial controls and stakeholder experience.
- Safeguard process integrity across the entire Finance Operations environment, driving transparency, consistency and accountability.
- Day to day oversight of expenses management including approvals of faculty Individual Faculty Budget expenses, review of expenses outside of policy, and timely payment of approved expenses claims. Issues escalated promptly to the Deputy CFO as appropriate.
- Work with the Deputy CFO to review and update the expenses policy to ensure it is compliant and fit for purpose.

Treasury & Banking Operations

- Lead the School's day-to-day treasury and banking operations, ensuring accurate cash postings, mandate governance, access controls and compliance with treasury-related internal controls.
- Maintain and influence day to day banking relationships and act as the escalation point for treasury operational issues.
- Develop and maintain accuracy and timeliness of Treasury data to underpin forecasting and strategic financial planning.

Controls, Risk & Governance

- Day to day management of the London Business School group's insurance policies, including the provision of relevant information to the brokers for the annual renewal activity. Issues to be escalated to the Deputy CFO as appropriate.
- Oversee the strength and maturity of Finance Operations controls, ensuring they remain robust, current, appropriate, compliant and fully embedded across teams.
- Identify risks, inefficiencies and control gaps, delivering solutions that reinforce process integrity and reduce the School's risk exposure.
- Ensure timely resolution of issues arising from reconciliations, audit activity, control packs and compliance reviews.

People Leadership

- Lead and develop a strong multi-disciplinary team, building capability in systems expertise, data literacy, analytical skill and stakeholder engagement.
- Create a culture of high performance, accountability and continuous improvement aligned to the School's ambitions.
- Mentor future leaders and position the team as a trusted, solution-focused business partner.

Key Stakeholder Engagement

- Act as a trusted adviser to senior leadership, providing clear, actionable insight on operational risks, performance trends and transformation progress.
- Build strong partnerships across the School to deliver integrated solutions that strengthen financial operational performance and resilience and stakeholder satisfaction.
- Keep the Deputy CFO transparently briefed on issues, achievements and forward risk horizon.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Strategy and Planning

- Contribute to the development of a vision/strategy for a department /division to enable the realisation of the London Business School vision.
- Develop and lead the implementation of plans for an area/department to support the achievement of wider departmental/organisational goals.
- Lead the development of Key Performance Indicators to support the assessment of the quality and efficiency of service delivery.

Partnering and Service Delivery

- Partner with representatives across the School to understand strategic goals, shaping Finance Operations solutions that enable effective decision-making and operational excellence.
- Provide technical guidance and recommendations as a subject matter expert in order to support the resolution of the most complex issues from all stakeholders, and develop precedents to improve service delivery within own specialist area.
- Lead the delivery of high-impact operational activities, ensuring services meet performance expectations, KPIs and strategic objectives.
- Provide training and capability development for non-finance teams, enhancing understanding of financial transactional processes and controls, and finance system.

Analysis and Reporting

- Analyse financial operational data to identify issues, obtain root-cause diagnosis and produce evidence-based solutions for issues affecting the School and identify areas for continuous improvement.
- Ensure high-quality reporting and data outputs, governing data integrity and overseeing the production of meaningful, accurate and actionable insights for senior leadership.

Compliance

- Lead the development and maintenance of Finance Operations policies and procedures documents and any underlying supporting manuals
- Oversee quality assurance and compliance, ensuring documentation and processes meet internal, external, regulatory and sector-wide standards.

Supplier/Contractor Management

- Manage the tendering process to select contracts for the delivery of services, and provide ongoing oversight to, and engagement with suppliers/contractors to ensure the School gets maximum value for money.

Collaboration and Relationship Management

- Develop and manage ongoing relationships with key stakeholders to identify opportunities and deliver solutions that benefit all parties across London Business School.
- Establish and leverage networks within the School and across the sector, ensuring Finance Operations services are delivered in line with best practice and in line with emerging trends as appropriate.
- Take the lead on and/or represent Finance in cross-departmental initiatives to enable London Business School to better meet its strategic goals

Project Management

- Lead major Finance and cross-School projects affecting finance operations and systems, including system transformation, CRM integration and operating model redesign.
- Provide subject matter expertise to strategic, complex and/or high-impact initiatives, ensuring successful delivery and realisation of benefits.

Financial Management

- Contribute to the development of budgets for the department.

Process Improvement

- Lead research and adoption of sector best practice, shaping Finance Operations policies, processes and systems to support efficiency, resilience and continuous improvement.
- Drive and champion continuous improvement, embedding analytical thinking, automation and digital enablement across the Finance ecosystem.
- Lead the design and implementation of finance operational improvements, delivering measurable impact across Finance and the School.

People Management

- Lead and develop a multi-disciplinary team of finance professionals, ensuring that they have the necessary skills in systems, analysis, customer service, and any other skills required to meet the School's needs.
- Create a shared sense of purpose and collaboration, ensuring the team works effectively together to deliver high quality service, and that there is a positive high performance culture.

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.
- Proactively identify opportunities for service innovation, designing and delivering solutions that improve user experience, efficiency and organisational performance for finance operations/systems and other School related systems which may affect finance operations/systems.
- Drive continuous improvement of the Finance ecosystem, ensuring processes, controls, systems and governance evolve to meet changing organisational needs.

KPIs:

- Delivery of a high-performing, resilient and compliant Finance Operations service, providing timely, accurate and customer-focused services across the School.
- Development and maintenance of trusted adviser relationships with key stakeholders, evidenced by excellent stakeholder feedback.
- Development and maintenance of robust policies, controls and standardised processes, ensuring risk mitigation, audit readiness and institutional compliance.
- Successful delivery of finance operations and system projects completed on time, within scope and delivering quantifiable operational and strategic benefits.
- Delivery of continuous improvement in financial operations and systems.
- Consistent role-modelling of School values and leadership behaviours, fostering a high-performance, accountable and collaborative team culture.
- High-quality work delivered by contractors and agencies.

Knowledge/Qualifications/Skills/Experience required

- Substantial management experience working in Finance Operations including finance systems.
- Significant experience in leading Finance systems strategy and optimisation, including driving digital enablement, automation and operational efficiency.
- Exceptional business partnering capability, with the ability to influence executive committees, key stakeholders and cross-functional teams to drive alignment and organisational change.
- Strong knowledge in governance, risk management, internal controls and regulatory compliance, with a history of implementing and embedding robust control environments.
- Excellent communication and influencing skills, with the credibility to engage executives, academics, professional services leaders, and external partners to achieve shared objectives.
- Strong professional credibility as a senior Finance leader, with a well-established internal and external network and a reputation for strategic insight and delivery.
- Subject matter expertise across legislation, policy, systems, tools and end-to-end processes relevant to operational finance.
- Ability to anticipate organisational needs, interpret sector trends and translate insights into actionable strategies for finance operations.
- Demonstrated financial management and commercial acumen, optimisation of resources, oversight of controls and delivery of high-quality services.
- ACA / ACCA / CIMA qualification and significant Post Qualification Experience (desirable).

Staff	18
Budgets	Nil
Date Updated	January 2026