

JOB DESCRIPTION

Job Title	Senior Finance Systems Manager		
Reports to	Associate Director Financial Control		
Department	Finance		
Job Family	Business Services	Level	4

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 Senior Finance Systems Manager leads the delivery and support of the School's finance systems, including the successful adoption of the new TechnologyOne platform.

This position carries a wide range of responsibilities, such as ownership of the finance systems and associated processes, promoting best practices among system users, managing routine system upgrades, and embedding ongoing enhancements to optimise system performance.

The role will work closely with the senior finance team to develop and implement strategies that ensure our finance systems remain up to date and aligned with the School's strategic goals.

Leadership & Team Management

- Collaborate with the Finance Leadership Team to implement a finance systems strategy that aligns with the School's overall strategic goals, ensuring the systems are future-proof and scalable
- Provide leadership and mentor the finance systems team to ensure effective operations, promote continuous learning, and support complex problem-solving and decision making
- Support and guide team members, particularly in complex problem-solving and decision-making situations.
- Provide advice to colleagues and stakeholders on the interpretation of policies and procedures for your area of specialism, and support monitoring, to ensure compliance across the School.
- Manage relationships with key service providers, e.g., TechnologyOne, Infor.
- Encourage a collaborative and inclusive team environment, where ideas and feedback are valued and acted upon.

Systems Ownership and Continuous Improvement:

- Provide systems administration, maintenance and support services in order to ensure the continued effective and reliable operation of all system modules and interfaces.
- Establish and maintain robust governance frameworks for finance systems (including TechnologyOne, Expenses System, and banking), ensuring compliance with internal policies, external regulations and best practice.
- Thoroughly understand and effectively communicate the schedule of changes during system upgrades, ensuring that testing and change management processes are properly followed.
- Work closely with Technology Team and software providers to implement and test integrations, resolving any issues to ensure smooth data flow
- Manage user access rights and security protocols to safeguard the integrity of financial data, segregation of duties and prevent unauthorised access.
- Collaborate with Technology and security teams to implement and maintain robust user authentication protocols.
- Ensure comprehensive documentation is maintained for all finance system processes, workflows, and configurations. Regularly review and update documentation to reflect changes in systems, processes, or organisational structure.
- Promote the adoption of best practices across the organisation by ensuring that all users receive comprehensive training and ongoing support in the use of finance systems
- Collaborate effectively with cross-functional teams, including IT, finance, and other relevant departments.

Other Responsibilities:

- Manage finance systems projects from conception through to completion, ensuring they are delivered on time and to a high standard.
- Anticipate and mitigate risks associated with finance systems projects, developing contingency plans as needed.
- Address ad-hoc reporting and financial systems queries as needed, providing expert-level support to the finance team.
- Undertake any additional duties as assigned by senior management, contributing to the overall success of the finance function.

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

- 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

- 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

- 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.
- Represent the team to colleagues, stakeholders and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate for best business solutions.

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.

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:

- Delivery of high-quality service for the finance systems area.
- Successful implementation and adoption of upgrades and new functionality.
- Development of solutions and improvements to complex issues within own area of specialism.
- Contribution to cross-School compliance with regulations and legislation.
- Strong cross-team working relationships with key stakeholders.
- Positive feedback from suppliers, colleagues and stakeholders.

Knowledge/Qualifications/Skills/Experience required

- Demonstrable understanding of finance operations, Finance Systems and experience in finance data management and reporting. An accounting qualification will be supportive in your success within this role (ACA/CA/ACCA/CIMA)
- Excellent communication skills with the ability to engage a variety of audiences.
- Proven experience in successfully managing financial systems
- Experience of working in a customer facing environment and providing good customer service
- Experience with, and knowledge of, a number of software packages including Microsoft Office and TechnologyOne (desirable)
- Ability to prioritise and focus on material issues.

Staff	1
Budgets	N/A
Date Updated	August 2024