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| **Job Title** | **Credit Control Analyst** |
| **Reports to** | **Accounts Receivable Manager** |
| **Department** | **Finance** |
| **Job Family** | **Business Services**  | **Level** | **2** |

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| **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.  |

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| **About the Department** |
| Within Operations, Finance plays a key role delivering change and supporting planning to achieve the School’s strategy over the 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 and forecasting.
* 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; financial support for research grant 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, Office for Students and Charity requirements; and management of external audit.
* Purchasing and procurement support to the School’s budget holders to deliver value for money.
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| **Job Purpose** |
| The purpose of the post is to: * Perform credit control activities for the School’s programmes and other invoicing activities.
* To operate all Accounts Receivable activities
* Ensure that student invoicing for the School’s Open programmes remains in line with the nominal rolls for those courses.
* Effectively tracking and managing participant payments – aiming for a ‘100% paid’ prior to a programme start date.
* All the necessary payment details are captured to receive payment prior to programme commencement.
* Regularly run outstanding payment reports to ensure outstanding debts are paid. Minimise the open debt by clearing 100% of unpaid invoices before they attend the programme.
* The Admissions Team and Central Accounts Team are made aware of any cancellations so that refunds/transfers/cancellation fees can be processed in a timely manner.
* Good working relationships are built with the participants to ensure that all required information is received.
* Assist and issue invoices as requested by the Executive Education Admissions team and in line with the timelines established for each course.
* Perform periodic reconciliation of participant invoicing back to nominal roll lists for each course.
* Any other duties as assigned by your line manager.
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| **Key Areas of accountability and Key Performance Indicators (KPIs)** |
| **Key areas of accountability:****Delivery and Support** * Conduct administrative and/or operational tasks in accordance with defined policies, procedures, and instructions to ensure the delivery of a first-class service to all stakeholders.
* Provide first line support within the School, solving routine problems in a specific area, and providing stakeholders with the information and/or understanding they need to deliver an excellent service.
* Draft and develop standard materials, working to a clear brief, for use in the provision of an effective and efficient support service.
* Organise, input into, and monitor databases and records to ensure accurate recording, completed in a timely manner in line with established processes.

**Analysis and Reporting** * Organise, upload into, and monitor systems, databases, and records to ensure accurate recording and enable efficient service delivery to all stakeholders completed in a timely manner in line with established processes.
* Collate information to produce regular standardised management reports to support decision making within the department.
* Conduct analysis to support the identification of trends and forecasting to further enable effective planning.
* Collaboration and Support
* Provide support to colleagues within and outside the team as and when opportunities arise, to promote collaborative working across the School.
* Function as a point of referral for less experienced colleagues to help to resolve issues within the team.
* Accurately process invoices and input financial data into systems to support the tracking of team/department budgets.

**Process Improvement** * Proactively review relevant processes and systems within own area of work and make suggestions to improve efficiency.

**KPIs:*** High-quality support service provided to all stakeholders.
* Up-to-date diary & email management.
* Timely response to and resolution of enquiries, requests, and issues.
* Accuracy and integrity of data in business systems.
* Development of relationships within and outside the team, and positive feedback from colleagues.
* Compliance with processes, procedures, and standards.
* Accuracy of financial records.
* Contributions to process reviews and operational improvements.
* Timely response to and resolution of enquiries, requests, and issues.
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| **Staff** |  |
| **Budgets** |  |
| **Date Updated** | **June 2025** |

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| **Knowledge/Qualifications/Skills/Experience required**  |
| * Further education or equivalent.
* Effective communication skills and the ability to address a variety of stakeholders.
* Good Excel skills (V-LOOKUPS, CONCATENATE).
* Good numeracy skills with the ability to accurately perform complex reconciliations, analyse financial data, and identify discrepancies.
* Good double-entry knowledge.
* Sound working knowledge of standard IT packages, systems, and/or databases.
* Sales Ledger and Credit Control Experience.
* Good attention to detail.
* Suitable time management skills with the ability to organise and prioritise.
* Good team working skills and the ability to work collaboratively.
* Ability to interpret and apply guidelines to a specific activity.
* Experience in standard financial management processes.
* Experience of working in a customer facing environment.
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| **Resources including team management**  |
| Non-managerial position |