

JOB DESCRIPTION

Job Title	Senior Treasury Officer		
Reports to	Associate Director, Finance Operations		
Department	Finance - Operations		
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

The purpose of the post is to:

Provide leadership, oversight and expert guidance across all Treasury, Gift Processing and Restricted Fund activities, ensuring accurate, timely and compliant financial operations. The role manages the Treasury function, supports the delivery of high-quality donor income processing, and acts as the senior escalation point for both internal and external stakeholders.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Treasury

- Oversee the reconciliation and management of the Anniversary Trust and LBS Trading Company bank accounts, ensuring accuracy and timely completion.
- Reconcile and manage the main School and remaining subsidiary company bank accounts, ensuring accuracy and timely completion.
- Monitor and report on daily cash requirements and cashflow , identifying risks and initiating corrective action where needed.
- Ensure no bank accounts become overdrawn; implement controls, monitoring processes and escalation routes.
- Monitor and resolve rejected/returned payments.
- Ensure loan repayments are monitored, followed up and recorded accurately.
- Take responsibility for the accurate posting and allocation of all incoming and outgoing bank and credit card transactions to customer accounts.
- Manage and review the operation and reconciliation of Stripe accounts.
- Oversee petty cash, cash floats and related controls.
- Review and approve weekly FX rate updates.
- Oversee and assist with the supplier bank set-up process to ensure controls, compliance and accuracy.
- Provide specialist Treasury support across the Finance Department.
- Act as the expert point of contact for complex Treasury queries and issues.
- Support and mentorship to the Treasury Officer during their development.
- Provide holiday cover to the Treasury Officer for the Anniversary Trust and LBS Trading company bank accounts.

Gift Processing,

- Approve the monthly direct debit mandate file and oversee submission of the direct debit claim file.

- Ensure monthly income is cleared and posted, providing oversight of reconciliation and journal accuracy.
- Review and approve quarterly Gift Aid claims; ensure donor data meets HMRC requirements.
- Provide assistance to the Treasury Assistant during the Global Give 24-hour appeal, managing high-volume incoming gift activity.
- Provide holiday cover to the Treasury Assistant: daily review and posting of the AT bank account, daily credit card claims, recording commitments and cash, including uploading journals to T1 and supporting documentation to Skyvault.

Additional Duties

- Provide oversight and support for Student Association Treasury activity and ensure continuity of service.
- Lead on ad hoc Treasury and donor income tasks, including complex or urgent work.
- Work flexibly outside normal hours when required to meet critical financial deadlines.
- Support the development, coaching and upskilling of Treasury Officer.
- Ensure compliance with internal controls, audit requirements and financial regulations.

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.
- Monitor levels and order standard materials/resources, ensuring that appropriate stock levels are maintained within budget.
- Draft and develop standard materials, working to a clear brief, for use in the provision of an effective and efficient support service.
- Co-ordinate team calendars and meetings to support efficient and effective teamwork.
- 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 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.

- Act as a point of referral for less experienced colleagues to help to resolve issues within the team.

Project Management

- Provide ad hoc support (e.g. research, external benchmarking) to small projects in order to support project planning and implementation; sometimes taking the lead on defined project activities

Process Improvement

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

Supervision (Operational Team Leaders)

- Supervise and/or manage staff, allocating work, co-ordinating day-to-day activities and provide guidance to maintain and improve service delivery standards.
- Monitor performance and ensure the team follows established procedures for each service; take corrective action where necessary to maximise customer satisfaction.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, act in a resilient manner when responding to change, and proactively look for opportunities to support change to help embed it in the team and/or department.

KPIs:

- High-quality support service provided to all stakeholders.
- Production of high-quality materials.
- Up-to-date diary 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.
- Positive feedback from project managers.
- Compliance with processes, procedures and standards.
- Accuracy of financial records.
- Contributions to process reviews and operational improvements.
- Team performance and customer satisfaction (for Operational Team Leaders only).

Knowledge/Qualifications/Skills/Experience required

- Further education or equivalent experience.
- May hold a vocational or professional qualification relevant to finance, income management or database administration.
- Strong communication skills with the ability to engage confidently with a wide variety of stakeholders, including senior staff and external partners.
- Sound working knowledge of standard IT packages, finance systems and databases.
- Experience using specialist financial and/or donor management software relevant to the role (such as TechnologyOne, Raiser’s Edge, Stripe dashboards and banking portals).
- Proactive approach to developing effective working relationships across Finance and wider School teams.
- High level of attention to detail with strong numerical accuracy.
- Effective time-management skills with the ability to organise, plan and prioritise workload to meet tight deadlines.
- Strong team-working skills and the ability to collaborate across functions.
- Ability to interpret, apply and explain financial guidelines, processes and controls.
- Experience of standard financial management processes, including reconciliations, double-entry bookkeeping, income posting and cashflow monitoring.
- Experience of sales ledger allocations and resolving allocation discrepancies.
- Experience working in a customer-facing or stakeholder-focused environment.
- People management or supervision experience appropriate to an operational team leader role.

Staff	1
Budgets	
Date Updated	May 2026