

JOB DESCRIPTION

	Accounts Payable Officer		
Reports to	Accounts Payable Manager		
Department	Finance		
Job Family	Business Services	Level	2

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 individual companies' purchase ledger across all business areas by delivering high-quality Accounts Payable services.

Responsible for managing supplier invoices, payments, expense approvals, and internal recharges for central contracts, while maintaining strong financial controls and providing excellent service to all stakeholders. 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.

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 assigned business areas.
- Ensure invoices are coded correctly, matched to POs where required, and approved in accordance with policy.
- Ensure all payments are accurate, timely, and compliant with internal controls and supplier terms.
- Identify issues in the workflow and take proactive steps to resolve or escalate appropriately.

Supplier Management & Issue Resolution

- Serve as the primary contact for supplier queries relating to invoices, statements, payments, and discrepancies.
- Respond to all supplier and internal stakeholder queries within agreed timescales and SLA's
- Resolve complex issues such as unmatched items, pricing discrepancies, duplicate invoices, and disputed charges.
- Build strong working relationships with suppliers and internal teams to reduce reoccurring issues.

Weekly BACS Run – Preparation & Review

- Prepare and review the weekly BACS payment run (or equivalent payment method).
- Ensure that only approved, valid, and fully reconciled invoices are included.
- Carry out pre-payment checks, control validations, and exception handling.
- Liaise with senior finance staff to resolve anomalies prior to payment release.

Expense & Corporate Card Processing

- Perform daily uploads of employee expenses and corporate/purchase card transactions.
- Ensure all claims comply with policy, including receipts and correct coding.
- Resolve queries from employees within 24 hours and provide clear guidance on compliance.

Creditor Ledger Integrity & Month-End Tasks

- Conduct monthly reviews of creditor accounts, including identifying and resolving debit balances.
- Support month-end by preparing reconciliations, accrual information, and aged creditor analysis.
- Investigate causes of ledger issues and implement corrective actions to prevent recurrence.

IFB Faculty Expenses

- Conduct daily review of faculty expense claims against available IFB fund balances by the agreed cut-off time.
- Update the IFB workbook to ensure reviews use the most current fund information, taking action where balances fall outside policy (including temporary fund closure where required).
- Review each expense line and receipt for compliance with the School's expense policy, requesting clarification or additional documentation as needed.
- Escalate complex, unusual, or high-value claims to senior staff for further review.
- Prepare and forward the daily review listing for approval.
- Complete daily spot checks and approve eligible claims in line with policy and available funds.

Cross-Team Support & Knowledge Sharing

- Provide cover for colleagues during absence and peak workload periods.
- Support onboarding and training of Level 1 Purchase Ledger Assistants.
- Share best practice and contribute to maintaining high standards across the AP team.

Continuous Improvement & Control Enhancement

- Identify opportunities to improve processes, reduce errors, and strengthen financial controls.
- Support system updates, documentation reviews, and workflow improvements.
- Participate in finance projects or initiatives when required.

Additional Tasks

- Any other 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 resolves queries within agreed SLA's, 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