

JOB DESCRIPTION

Job Title	Accounts Receivable Manager		
Reports to	Associate Director, Finance Shared Services		
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

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.

Job Purpose

The purpose of this post is to manage a number of individual company receivables. Supporting encompassing; degree and executive education programme invoicing, credit collection, distribution of student loans, management and reporting of the sales ledger and provide support to the Associate Director, Finance Shared Services as required

Manage, develop and motivate Accounts Receivable and Credit Control team

- Ensure that the team supports and contributes to the delivery of the objectives of the wider Finance department and the School
- Develop, train and motivate the team
- Ensure SMART objectives are set for and delivered by the team
- Promote best practices and continuous improvement for the team.

Invoicing and Credit Collection

- Work with business areas to ensure structured, consistent and timely invoicing across all programmes.
- Work with the external reporting team and business areas to ensure that all invoices are accurate, compliant including VAT regulations, and issued on a timely basis.
- Manage the School's central credit collection process for degree programmes, executive education, online programmes and ad hoc invoicing.
- Monitor, maintain and enhance as required, a credit collection process for all programmes to manage and reduce the level of aged debt.
- Manage the School's relationship with its external credit collection agency.
- Ensure timely and accurate allocation of payments to student and participant accounts.
- Manage the distribution of student loan funding and refunds in a timely, efficient and compliant manner.

Controls and Reporting

- Support month-end closing processes and provide targeted month-end reporting to senior management on the status of outstanding debt and the performance of the sales ledger function.
- Analyse debtor trends and highlight potential risks to management.
- Support Internal Audit activity, and action recommendations as required.
- Ensure compliance with regulatory requirements (PCI data security standards, FCA requirements for credit agreements) across all Accounts Receivable activity
- Support the year-end audit by providing accounts receivable documentation and reconciliations, responding promptly to audit queries and ensure the accuracy and completeness of Accounts Receivable records in compliance with School policies and the relevant accounting standards.

Change Management

- Develop and issue new policies and procedures as required.
- Identify and drive process efficiencies within the team.
- Support the design and implementation of new and enhanced finance system processes as required for the development of the Accounts Receivable function.

Other

- Be the key contact for the escalation of complex queries from internal and external customers; managing these with an impeccable customer service mind-set
- Support departmental projects and initiatives
- Provide data for relevant Freedom of Information requests
- Other ad hoc duties as required

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.
- Monthly KPI reporting to management.

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.

People Management

From School's People management accountabilities covering:

- Building, focusing, engaging and developing team.
- Understanding the School's policies and procedures and applying them thoughtfully and fairly. Taking ownership and management of issues, and ensuring team members are aware of their rights and responsibilities.
- Managing oneself.

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 in area of specialism.
- 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

- CICM Qualification desired.
- Excellent communication skills with the ability to engage and influence a variety of audiences including stakeholders.
- Strong experience in general bookkeeping and accounts experience, including managing ledgers, strong understanding of double entry.
- 10 + years' experience in managing an Accounts Receivable and Credit control teams.
- Experience of working in a customer facing environment and providing good customer service.
- Demonstrate ability to reduce debt.
- Good Excel (VLOOKUP's, Pivot Tables).
- Developed and delivered procedures, SOPS and systems.
- Ability to train & develop staff.
- Able to prioritise and focus on material issues.

Staff	6
Budgets	N/A
Date Updated	06.06.25