

JOB DESCRIPTION

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| Job Title | Senior Finance Analyst, Executive Education - Custom | | |
| Reports to | Senior Finance Manager | | |
| Department | Finance – Financial Planning and Analysis | | |
| 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

Within Operations, Finance plays a key role delivering change and supporting planning to achieve the School's strategy over the medium term (5 years to 2026/27) and 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, payroll and expenses; banking and treasury management; sales invoicing and

credit control; research grant funding support; and the processing, reconciliation of, and reporting on, 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, HEFCE 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

Overview

To provide support and assistance to the Senior Finance Manager, Exec Ed in producing quality, timely financial management information to the School; co-ordinate the month, quarter and year end Exec Ed management reporting processes, and take a leading role in improving and developing Exec Ed management information. This includes:

- Being a recognised as a trusted partner to the business and first line of contact for supported area's Accounts issues and questions.
- Developing an understanding of business area's drivers and key issues.
- Positively representing the Accounts department with business partners and colleagues.
- Adhering to all reporting timetables and reporting inventories for the FP&A team.
- Delivering a consolidated School-wide management information service covering Plan, Budget, Forecast and Monthly management information processes ensuring accurate and timely outputs.
- Providing support to the Exec-Ed team and Exec-Ed Commercial Finance team in the delivery of the School Plan and Budget and quarterly forecast.
- Maintaining the relevant financial models and reporting to provide accurate information for Exec-Ed senior management to inform effective decision-making.
- Support the annual accounts and other processes as needed and requested by FP&A senior management.
- Providing analytical and business case support on new developments and undertaking other ad hoc work as required.

In particular, this role involves taking the lead in business partnering for the area supported, and all related matters, including completion and review of project documentation.

Business Partnering

- Act as the primary finance contact for supported area.
- Providing high quality advice and guidance on all aspects of finance from decision support to directing partners to the right sources for help within Accounts team.
- Support provision of financial skills and system training to managers to enable their delivery of financial plans.
- Ensure key decisions and assumptions underlying finance plans/budgets/forecasts/business cases have been properly challenged.
- Meet regularly with partners to understand their business issues, drivers and plans.
- Support Exec Ed Senior Finance Manager in providing a full financial business partnering service to the Executive Education department, particularly the more complex clients, and supporting the Financial Analyst in relation to queries and processes including:
 - Client sales invoicing – prepare requests for Executive Education invoicing for custom programmes. Delivered accurately, on a timely basis, per client contract terms.
 - Accounts Payable - checking supplier invoices against approved budgets, that Invoices are charged to correct codes and supplier SLAs are consistently met.
 - Checking and maintaining coaching invoicing (both client and supplier). Invoicing is controlled and timely.
 - Debt management. Support Business Analyst and Central Accounts on debt management. Debts collected on timely basis.
 - Review of detailed programme budgets to support the running of Executive Education programmes. All supplier rates are approved via standard rate card or via Executive Education Board.
 - Effective cost centre management – in accordance with School's financial regulations.
 - Legal/commercial – ensuring that financial operations (e.g. client invoices) reflect client contract terms.
 - Effective management and filing of accounting records and documents (paper and electronic), ensuring that audit and statutory requirements are met.

Month / Year End Close

- Preparation of the Management pack on a monthly basis and for each forecast and budget, in conjunction with EE stakeholders.
- Performing month end and year end tasks in line with the agreed plan and timetable, and supporting the Financial Analyst in completing those tasks. All tasks including checks and reconciliations completed on time and accurately.
- Ensuring reports and analysis for month end close are produced on an accurate, timely basis, that reports are understood and trends identified, and

supporting the Financial Analyst in completing those tasks. Includes reporting and analysis of custom programme actual vs. budget results.

- Support department month end and year-end process (accruals/prepayments) and facilitate audit queries where they arise.
- Act as first line review of management pack schedules for reconciliation and to identify variances.
- Contribute to overs and unders forecast update processes.

Reporting and Analysis

- Assist with the delivery of timely quarterly management accounts, supporting the Financial Analyst as appropriate.
- Ensure all reports are accurate, variances are explained and actions are proposed in support of business improvements.
- Lead on the preparation of monthly Custom Programme Management pack, supporting the Financial Analyst as appropriate.
- Assist with the preparation of other relevant financial reports and analysis.
- Assist in the delivery of a budget review service to Executive Education including with financial review meetings.
- Assist with the preparation of annual and five year budgets, quarterly forecasts and reporting.
- Flag key risks, deviation from targets and corrective actions at the earliest opportunity.
- Implement improvements to plan/budget/forecast methodologies as needed to increase efficiency of processes, focus on key issues and secure high levels of engagement from budget holders.

Monthly Statutory Requirements

- Assist with implementation of processes / new approaches required to ensure compliance with all statutory requirements. Assist with internal and external audits.

Other

- Look to implement new ways of working that support seamless execution of finance operations.
- Assist in the delivery of financial training for relevant staff, and mentoring/assisting junior team members.
- Assist with writing and implementing policies and procedures.
- Assist with the implementation of new systems/processes.
- Develop relationships with key Budget Holders/Managers within Executive Education and other areas of the School.
- Any other duties as assigned by your line manager.

Key Stakeholders:

- Exec Ed Senior Management

- Director, FP&A
- FP&A Business Partners
- Members of the Finance Department

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Delivery and Support

- Apply specialist technical knowledge across a range of different areas to deliver required services in line with defined processes, escalating queries or tasks if outside own technical knowledge and/or standard procedure for own area.
- Respond to requests from all stakeholders, providing specialist advice to deliver the information and/or understanding they require and provide an excellent service.
- Resolve operational day-to-day issues referred from across the School, ensuring an efficient and first-class service is extended to all stakeholders.
- Design and develop materials and policy guidance, with supervision from more senior colleagues, for use in the provision of an efficient and effective business support service.
- Provide training to colleagues or stakeholders on an area of specialism to upskill and educate others in the business support services provided.

Analysis and Reporting

- Independently collate, cleanse and analyse data, and make recommendations based on analysis to support the department's decision making process.
- Liaise across the team and other departments to prepare reports to inform review, planning and decision-making.

Compliance

- Undertake investigations and inspections of data, processes and working practices in accordance with established procedure to identify actual/potential compliance issues and recommend appropriate action.

Collaboration

- Collaborate closely with team members and other departments across the School to enable cross department working, to raise the team's profile, and to drive consistency of approach/standards through the wider School, thereby enabling effective service delivery.

Financial Management

- Monitor and review financial activity for own area of specialism to ensure the accurate completion of standard financial processes within budget and the provision of up-to-date information to support decision making.

Process Improvement

- Monitor processes, systems and practices within area of specialism, plan and carry out regular reviews to identify opportunities for improvement in light of changing needs, feedback and/or current best practice thinking; follow through on improvements once agreed.

People Management

- Reflect the School culture by role modelling the School behaviours and not working in silos.
- Understand the School's policies and procedures and I apply them thoughtfully and fairly.
- Take ownership of and proactively manage issues that arise in my team.
- Build self-awareness and understand the impact I have on others.
- Lead by example by owning my personal development.
- Lead by example by managing my own wellbeing and developing my resilience.
- Adopt a coaching style and deliver regular positive and constructive feedback to enable individual and team performance.
- Focus on building trusting relationships which lay the foundation for a positive and effective smart working environment.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and follow through on new activities or actions brought about change to help support its successful implementation.

KPIs:

- Delivery of high-quality service in area of specialism.
- Area/team compliance with necessary regulations/processes.
- Production of high-quality reports, with the identification of trends and issues.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Improvements to processes and procedures in own area of specialism.
- Up-to-date and accurate financial information for own service area.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- Professional qualification or equivalent experience.
- Excellent communication skills with the ability to engage a variety of audiences and to break down technical issues and explain them in layman's terms.
- Experience of using software related to own area of specialism to extract, analyse and report on data.
- Excellent organisational skills and meticulous attention to detail.
- Excellent analytical and problem solving skills.
- Ability to manage multiple internal and external stakeholders
- Ability to prioritise and focus on material issues
- Experience of establishing good control and reconciliation environments
- Excellent IT skills essential, specifically Excel and ideally Sun and Vision
- Positive experience of working within a client-services orientated environment.
- Ability to produce effective financial and non-financial management reports, analyses and recommendations

Resources including team management

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| Staff | |
| Budgets | |
| Date Updated | |