



Head of Programmes (Mental Health Accessible)

The Money and Mental Health Policy Institute is working for a world in which the vicious cycle of money and mental health problems is broken, so that we all have an equal chance of financial security, regardless of our mental health; and everyone's mental health can flourish, regardless of their financial circumstances. We aim to be a world-class centre of expertise, but we don't produce research to just sit on shelves. We develop practical policy and solutions, working in partnership with those providing services, those who shape them, and those using them, to find out what really works. We campaign, build, test and innovate until our research leads to real change.

This role is born out of that innovation: translating our research into a hands-on programme of work that has the potential to transform lives.

Dealing with essential services like banking or energy can be frustrating and difficult for all of us. But if you're struggling with your mental health, making phone calls, opening post or navigating complex online forms can be an almost impossible task. As a result, many people with mental health problems are left unable to effectively use and pay for electricity, water, banking, broadband and more. Many firms already rightly make adjustments for people with physical or sensory conditions — now it's time they do the same for people with mental health problems.

With initial support from the Inclusive Economy Partnership – driven by the Department for Digital, Culture, Media & Sport, the Cabinet Office and Nesta - we've launched the first ever Mental Health Accessible standards to help essential services firms make it easier for people with mental health problems to use their services. We will be working with firms to assess how accessible their services are, giving them a unique insight into the experiences of the one in four of their customers who have mental health problems, and providing practical recommendations to make them better. Mental Health Accessible will ensure that people with mental health problems get a fair deal, but it will also improve the service that firms offer to *all* their customers.

The role

Mental Health Accessible launched in summer 2019 with a major high street Bank. We're now ready to open the scheme up to more firms and bring on board an ambitious leader who can take the programme to the next stage, establishing it as a new function within the charity. The successful candidate will join the Senior Management Team of a dynamic and growing organisation with a reputation for impact. They will be:

- entrepreneurial, ideally with experience establishing or growing a successful initiative or enterprise
- driven by impact, with a commitment to tackling the links between money and mental health problems
- excellent at building relationships and selling services, ideally with an existing network of contacts in one of the financial services, telecoms, utilities or insurance sectors
- a self-starter, able to build and manage their own plans
- willing to get stuck in - we're a small team and that means doing everything from reporting to the board to booking train tickets.



Job description

- Develop a strong pipeline of new clients for the programme, negotiating pricing, meeting targets set in the charity's business plan and building a strong and sustainable business future for the initiative.
- Lead the day-to-day delivery of the Mental Health Accessible programme, onboarding new clients, building an in-depth understanding of the assessment framework, project managing assessments, managing external contractors, editing assessment reports and managing ongoing relationships with key stakeholders.
- Ensure that all Mental Health Accessible contracts are delivered on time and in line with targets, goals, plans and expectations of internal and external stakeholders. Ensure that income, gross and net margin targets are achieved
- Develop the programme for the future, including working with the Head of External Affairs on marketing and brand, working with the Head of Finance and Operations on budgeting, contracting, trademarks and other operational matters and the Head of Research and Policy on developing the assessment framework and methodology.
- Develop and implement a new framework for evaluating the success of the programme.
- Keep the CEO and Board of Trustees updated on progress, risk and maintain an effective business plan showing clear growth projections to allow for organisational planning.
- Build and maintain an effective network of relationships across financial services, utilities, telecoms and insurance and a strong personal profile - including acting as a spokesperson for the charity as necessary.
- Assure the quality of the Mental Health Accessible programme through maintaining existing standards and controls, systems and procedures and developing new ones as needed.
- Work with the Senior Management Team to maintain a positive culture which motivates all staff and contractors where their wellbeing is cared for, their voice is valued and they are enabled to deliver work to a high standard.
- Effectively manage a budget, demonstrating sound judgement and risk management.
- Ensure that people with mental health problems continue to be at the heart of the Mental Health Accessible initiative, developing new ways to both involve people directly in the development and delivery of the scheme, and to learn from their experiences.



Person specification

The candidate should have a strong commitment to tackling the link between mental health and money problems.

Experience, qualifications, skills and abilities

- Demonstrable track record of establishing or growing a successful initiative or enterprise
- The ability to think, plan, act and lead strategically, using limited resources to greatest effect and responding to a changing environment
- An understanding of research and evaluation methods (desirable)
- Polished communication and presentational skills, with the ability to influence others, engage and inspire
- An existing network of key relationships relevant to the organisation (desirable) and the ability to both build and grow these further
- Successful track-record of commercial negotiations and of generating and sustaining income streams as well as generating profits (desirable)
- Extremely organised, with a proven ability to successfully plan and manage complex projects within deadlines and meeting agreed targets, including budget management
- Experience developing effective systems, processes or policies to ensure projects are delivered consistently, risk is managed and impact evaluated
- Experience developing an effective business plan and making sound financial projections
- Knowledge of mental health problems, empathy and the ability to work effectively with people who may be vulnerable
- Knowledge of the regulatory and policy environment in essential services markets
- Experience recruiting, managing and developing the potential of staff

Ultimately, we're looking for a quick learner who is ambitious and motivated by changing lives.

Details

- **Reporting to:** CEO
- **Staff supervised:** Multiple external contractors, no staff members at present but likely potential for growth of team
- **Annual Gross Salary:** £55k FTE (including £2.5k London weighting)
- **Location:** Money and Mental Health's central London office OR suitable for a home-worker who is able to travel to London on a regular basis



- The role will require some travel
- **Hours:** Both full time and part-time applicants considered, at a minimum of three days per week. Please indicate your preferred working hours on application
- **Contract type:** Fixed-term for one year initially, with the possibility of extension subject to securing sufficient revenue through the programme
- **Holidays:** 28 days p.a. (including 3 days of annual leave between Christmas and New Year when the office is closed) plus bank holidays
- **Pension:** Opportunity to be enrolled in the work pension scheme (subject to meeting standard auto-enrollment qualifying criteria). After auto-enrollment the charity will make a monthly contribution to the scheme equivalent to 5.5% of the monthly gross salary you receive, subject to you making a minimum contribution of 2.5% of the monthly gross salary you receive.
- **Other benefits:**
 - The charity provides both enhanced maternity and paternity pay at an equal rate. All employees who qualify for Statutory Maternity/Paternity Leave and Statutory Maternity/Paternity Pay receive 90% of their earnings for the first 12 weeks of leave (subject to terms).
 - We operate a flexible working culture. Within reason, and upon agreement from management, employees are free to distribute their working hours across the week as they see fit and to work from home.

We are an equal opportunities employer and welcome applications from all, including those with lived experience of mental health problems and other under-represented groups. Job shares will be considered, and we are happy to discuss any reasonable adjustments individuals may require in the recruitment process or once in post.

Closing date: 24th October at midday

Interviews: In the week commencing 28th October

To apply, please send a CV and cover letter (pdf) to contact@moneyandmentalhealth.org outlining how you meet the person specification for this role. We would be grateful if you would also include a completed equality and diversity monitoring form, although this is voluntary and will not inform recruitment decisions.

If you require any reasonable adjustments to be able to access any part of this process please do let us know by emailing contact@moneyandmentalhealth.org.