

## Operations Assistant Recruitment

### About us

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.

### Role

We are looking for a fast learner willing to join an ambitious and dynamic team. The Charity is currently experiencing a fast growth period in which we need to add to our support structure while preserving our kind and friendly working culture. The successful candidate will work with the Head of Finance and Operations to ensure the Charity's infrastructure continues to develop at pace to provide the operational support necessary to deliver the work of our growing team and ultimately the Charity's impact.

The successful candidate will be

- Driven to ensure our workplace is run as efficiently as can be
- Displaying exceptional organisational skills and a very keen eye for details
- Able to manage competing priorities
- Willing to get stuck in - we're a small team and everyone pitches in
- A self-starter who takes initiatives
- An enthusiastic team player
- Sharing our values and sympathetic to the cause we are fighting for

### Job Description

The Operations Assistant will provide general support to the Head of Finance and Operations across the following areas:

#### Office Management

- Managing day-to-day relationship with landlord
- Ensuring office meets all health & safety requirements
- Ensuring all IT / office equipment are functioning; assisting team members with any needs
- Managing stationery supplies
- Welcoming visitors
- Booking meeting rooms / organising catering for internal meetings

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- Supporting with new office search and potential move (if required following return to the existing office in the autumn)

### Human Resources

- Keeping records safe and up-to-date and helping to ensure the Charity remains GDPR compliant at all times
- Assisting in the recruitment of new posts
- Onboarding and welcoming new employees, including ensuring newcomers have necessary IT and office equipment.

### Operations

- Diary management
- Organising team away days (finding / booking appropriate venues, organising catering etc.)
- Renewing subscriptions (e.g. magazines, professional bodies etc.)
- Taking notes at specific meetings (e.g. Advisory Committee, team away days)
- Maintaining our databases up-to-date (e.g. on Trustees, advisory board members)
- Keeping IT registers up-to-date
- Maintaining excellent file management, ensuring all information is stored in an easy to retrieve manner

### Finance

- Processing bank payments
- Managing invoices and OOP expenses
- Assisting team with purchases and travel arrangements

### Other

- Providing general assistance to the Chief Executive as needed
- Supporting the Head of Finance and Operations and the rest of the team with other tasks where needed

## Person specification

### Essential

- Highest level of integrity and probity: reliable, trustworthy and discreet
- Excellent organisational skills with a very keen eye for details
- Able to manage a busy to-do list
- Track-record of delivering on time and meeting deadlines
- Very confident user of Microsoft or Google packages, in particular excel spreadsheets or google sheets

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- Comfortable using IT systems generally (e.g. online banking, web-based platforms)
- Ability to work independently, take direct ownership of work and seeing things through
- Ability to anticipate needs and willingness to take initiatives;
- Resourceful with a curious mind for fixing things and enthusiasm for finding solutions
- Good written and verbal communication skills
- Good personal presentation skills and courteous manners

### Desirable

- Previous experience as personal assistant or office manager
- Demonstrable interest in mental health and other key issues on which the Institute works

### Terms and Conditions

- **Reporting to:** Head of Finance and Operations
- **Staff supervised:** none
- **Annual gross salary:** £24k FTE (Full Time Equivalent)
- **Location:** Money and Mental Health's central London office, with option for home working c. 50% of the time. (See *other benefits* section below).
- **Hours:** 22.5 hours per week (i.e. equivalent to 3 days per week) spread over 4 or 5 days per week and mostly during our core hours (mid-morning to mid-afternoon).
- **Contract type:** Permanent
- **Holidays:** 28 days p.a. (including 3 days of annual leave between Christmas and New Year when the office is closed) plus bank holidays, adjusted for the part-time nature of this post and therefore calculated on a pro rata basis (%).
- **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 enhanced maternity/paternity/parental leave terms at an equal rate. All employees eligible for Statutory Maternity/Paternity/Shared Parental Pay receive 90% of their earnings for up to 12 weeks.
  - Within reason and upon agreement from your line manager, you will be able to distribute your working hours across the week as long as they remain spread over a minimum of 4 days for this post.
  - The Money and Mental Health team has been working remotely since March 2020. Hybrid-working combining office and home working is likely to be implemented from August 2021 in line with the latest government guidelines and the Charity's new

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flexible working policy. We would be happy to update you with our thoughts on this matter at the interview stage.

We are an equal opportunities employer and Mindful Employer and welcome applications from all, including those with lived experience of a mental health condition and other under-represented groups. We are also committed to improving employment opportunities in the charity sector for minority ethnic groups, and are particularly keen to receive applications from members of diverse ethnic communities. We are happy to discuss any reasonable adjustments individuals may require in the recruitment process or once in post.

### Application process

**Closing date:** Monday 26 July 2021 at 8AM

**Interview:** online, in the week commencing 02 August 2021

**Start date:** 06 September 2021

We are committed to remove unconscious bias as much as possible from our recruitment process. We therefore use a platform called Be Applied which allows us to blind review applications without seeing details such as names and education details. Your answers will be anonymised (all identifying information will be removed) and randomised; reviewers will not be able to see your CV. [You can read more about the principles behind the blind review process here.](#)

As part of the application process, you will still need to provide a CV but this will only be considered if you score well enough on the blind review. Please include details of two referees in your CV (we will only contact them if you are offered the position). You will also be asked to write short answers to a few questions, specifically designed to test the skills we are looking for in the person specification.

We hope that you are interested in applying for this position and will complete the application process on Be Applied. If you require any reasonable adjustments to be able to access any part of this process please do let us know by emailing [samantha.dasoller@moneyandmentalhealth.org](mailto:samantha.dasoller@moneyandmentalhealth.org).

Click [here](#) to start your application process.