



# HEAD OF STRATEGIC PARTNERSHIPS



## About Money and Mental Health

In 2016 Martin Lewis CBE set up the charity to create a world in which the vicious cycle of money and mental health problems is broken.

Money and Mental Health want everyone to have an equal chance of financial security, regardless of our mental health; and a world in which everyone's mental health can flourish, regardless of their financial circumstances.





## A message from our Chief Executive

The work we do here at Money and Mental Health leads to real change, which can make a huge difference for people with mental health problems.

We carry out research on the links between money and mental health problems and develop practical policy ideas and solutions. We also campaign to make that change a reality – working with government, policy-makers, regulators, businesses and health professionals.



At the heart of everything we do is our [Research Community](#) – a group of thousands of people with lived experience of mental health problems who inform our research, policy ideas and campaigns.

We are looking for a Head of Strategic Partnerships to lead the charity's impact-focused consultancy and partnerships programme with companies. The role is about working strategically with companies to have a positive impact and to generate revenue for the organisation to support our wider work. It's an exciting time to take on this role, as we're looking for someone to both deliver our existing consultancy programme, and to help us innovate and take it to the next level.

The successful candidate will work with the CEO and trustees to set and deliver an effective strategy for the Mental Health Accessible programme and the charity's wider work translating research into impactful services. That includes reviewing the current service offer, advising on pricing, staffing and identifying priority sectors.

You will be joining an inclusive and supportive team who welcome people from all backgrounds. What's important isn't your level of education or the opportunities which you have had, it's about you and how you seize the opportunities ahead of you

The successful candidate will be:

- entrepreneurial, ideally with experience establishing or growing a successful initiative or enterprise
- an excellent project manager, with experience of managing complex long-term projects with cross organisational stakeholders.
- 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
- a brilliant line manager - we care a lot about our team, and supporting them would be your number one job.

We look forward to reading your applications.

Best wishes,

Helen Undy



## What it's like to work here

Our head office is based in central London and we operate a hybrid work model, with the majority of our team working in the office two days a week. We also have a number of non-London based staff - from as far as the Isle of Wight - who primarily work from home, but who come to the office twice monthly.

The wellbeing of our staff is the most important thing to us, and we have a **flexible work culture**, allowing employees to be flexible with their hours and location.

In our 2023 staff survey, 100% of staff agreed they'd recommend Money and Mental Health as a great place to work.

We are still relatively small with a team of just 21, but as an organisation we punch above our weight and **have a significant impact**.

We have staff working across four main functions: Research and Policy, External Affairs and Income, the Gambling Action Lab, and Strategic Partnerships, which includes our Mental Health Accessible programme.

**Across those teams, we're all passionate about putting the voice of lived experience at the heart of everything we do.** We welcome team and board members who have personal experience of mental health problems or financial difficulty.

We are committed to improving employment opportunities in the charity sector for people from underrepresented communities and are particularly keen to receive applications from people from minoritised ethnic groups. We're currently developing a new Equality, Diversity, Inclusion and Belonging Strategy and are working to become a more inclusive workplace.

We're proud of the environment we've already developed, with a high proportion of our team with personal experience of mental health problems. And we're committed to employees professional growth and development.





## The role

This is an exciting time to lead a growing consultancy programme with unexplored sectors offering huge potential for the charity to have both impact for consumers and to generate income to support our wider work.

The successful candidate will lead the delivery of Mental Health Accessible, as well as working closely with the Chief Executive to explore innovative new ways that the charity could translate our research into practical services which deliver tangible impact.

This role is also an opportunity to join the Senior Leadership Team of a dynamic and growing organisation with a reputation for impact.

### The successful candidate will be:

- entrepreneurial, ideally with experience establishing or growing a successful initiative or enterprise. We are looking for someone who is ambitious about growing our impact with firms, and full of creative ideas about how to do it.
- driven by impact, with a commitment to tackling the links between money and mental health problems
- An excellent project manager, with experience of managing complex long term projects with cross organisational stakeholders.
- 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 we need someone who can turn their hand to delivery when we have lots of projects on
- a brilliant line manager - we care a lot about our team, and supporting them would be your number one job.



# Job description

## What the role involves:

- Working with the charity's CEO and trustees to set and deliver an effective strategy for the Mental Health Accessible programme and the charity's wider work translating research into impactful services. That includes reviewing the current service offer, advising on pricing, staffing and identifying priority sectors.
- Building on our existing pipeline to develop a steady stream of new clients, building effective relationships, powerfully pitching our work and negotiating pricing and terms with much larger corporate organisations.
- Leading the Strategic Partnerships team to meet income targets, building a strong and sustainable future for Mental Health Accessible.
- Working closely with subject matter experts, both internally and with external consultants, to ensure our work meets robust standards and delivers tangible change.
- Being willing and eager to develop a working knowledge of regulation and policy which impacts vulnerable customers and understand how firms will be driven by this.
- Leading the day-to-day delivery of Mental Health Accessible. This includes navigating the complexities of contracting and onboarding with large corporate clients, project managing large scale assessments, managing external contractors, editing client assessment reports and ensuring that clients have a smooth and professional experience of working with us. It also means getting stuck in and hands-on with reviewing evidence from firms and writing evidence reports.
- Ensuring that all contracts are delivered on time and in line with expectations. This will involve managing the workloads of multiple people working across teams.
- Developing the programme for the future, including working with the Senior Leadership Team, CEO and Trustees to identify and pursue new opportunities to develop impactful services from our research.
- Developing and implementing a new framework to measure the impact of the team's work.
- Keeping the CEO and Board of Trustees updated and maintaining an effective business plan showing clear financial projections to allow for organisational planning.
- Building and maintaining 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.
- Working with the Senior Leadership 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 managing a budget, demonstrating sound judgement and risk management.
- Ensuring 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. Below is a list of some of the other things we're looking for in the successful candidate, but please don't be put off applying if you don't have every one. Ultimately, we're looking for a quick learner who is ambitious, creative and motivated by changing lives.

## Essential experience, qualifications, skills and abilities:

- Demonstrable track record of establishing or growing a successful initiative or enterprise that generates income
- An entrepreneurial spirit with the ability to think, plan, act and lead strategically, using limited resources to greatest effect and responding to a changing environment
- Strong new business and relationship management skills
- Polished written and oral communication skills, with the ability to influence others, engage and inspire
- Extremely organised, with a proven ability to successfully plan and manage complex projects within deadlines and meeting agreed targets, including budget management
- Experience recruiting, managing and developing the potential of high performing teams

## Desirable:

- Experience making sound financial projections
- Knowledge of mental health problems, empathy and the ability to work effectively with people who may be vulnerable
- An existing network of key relationships relevant to the organisation
- Experience of pricing and contract negotiations
- Knowledge of the regulatory and policy environment in essential services markets





# What is Mental Health Accessible?

Mental Health Accessible is our flagship service for firms. Money and Mental Health research has shown that people with mental health problems often struggle to access and use essential services like banks, telecoms, water and energy. This can leave people without basic services, paying more than they should, or getting into escalating debt.

Dealing with essential services like banking or energy can be frustrating and difficult for all of us at times. 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. Many companies will be used to thinking about adjustments they could make to support those who are physically disabled. However, when it comes to mental health problems, most companies do not have the same understanding of what help people might need, and what support should be offered.

Through our Mental Health Accessible programme, we work directly with companies to ensure that their customers with mental health problems are able to make full use of essential services, and achieve similarly good outcomes from them. We offer a full Mental Health Accessible accreditation, where we really dig deep to understand a firm's products and services and offer a roadmap for the future - as well as smaller, bespoke consultancy helping firms with things like improving debt collection letters or user-testing new tools or online content.

Through working with our lived experience community, we help firms to better understand the challenges their customers with mental health problems face and to take steps to improve the service they offer, as well as supporting them to comply with relevant regulatory requirements.



## Key details

- **Salary:** £62,729 (Employees who are not London-based receive the same salary, including London-weighting, but pay for their own travel to the office twice a month on average)
- **Location:** Either London-based, with two days per week in Money and Mental Health's central London office OR suitable for a home-worker who is able to travel to London a minimum of twice a month. The office is wheelchair accessible - [additional information about the building's accessibility can be found here](#). The role will require some travel for client meetings
- **Hours:** Both full-time and part-time applicants considered, at a minimum of four days per week. Job shares, consolidated hours and other flexible working arrangements considered. Please indicate your preferred working hours on application.
- **Contract type:** permanent
- **Reporting to:** Chief Executive
- **Line management responsibilities:** Two (and a half) team members, multiple external contractors and potential for the team to grow.
- **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 include:**
  - An annual personal training budget of £500 (subject to charity budget constraints) with many internal training opportunities too
  - Cycle To Work Scheme (up to £1000 loan for bike)
  - Season Ticket Loan Scheme
  - Enhanced maternity/paternity/shared parental/adoption leave terms, with all eligible employees receiving 90% of their earnings for up to 12 weeks
  - An Employee Assistance Programme





# The application process

**Closing date:** 9am, Monday 18 November 2024

**Provisional interview dates:** week commencing 25 November 2024

[Apply here](#)

We are committed to reducing unconscious bias in our recruitment process. To help with that, we use a platform called Applied which allows us to review applications without seeing details such as names and education details. You will be asked to answer a few questions specifically designed to test the skills we are looking for in the person specification. Your answers will be anonymised (all identifying information will be removed) and randomised; reviewers will score each answer against the skills specified for each question. You will also be asked to upload your CV as part of the application process, but reviewers will only see your CV if your scores are high enough to be shortlisted. [You can read more about the principles behind the blind review process here.](#)

**If you require any reasonable adjustments to be able to access any part of this process, you can let us know through Applied.**

## Mindful Employer

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 happy to discuss any reasonable adjustments individuals may require in the recruitment process or once in post.

**If you have any questions about the role please get in touch with Helen Undy, Chief Executive:** [helen.undy@moneyandmentalhealth.org](mailto:helen.undy@moneyandmentalhealth.org)

