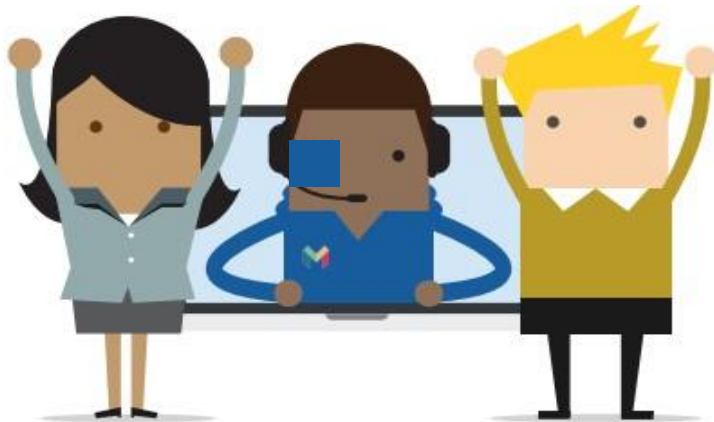




(SENIOR) RESEARCH OFFICER

Gambling-related financial harms

INFORMATION PACK



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. Last year we launched a new three-year programme of work to continue our impact, the Gambling Harms Action Lab, where we're working with financial service providers to tackle gambling-related harms.

With momentum building to address gambling related harms, this is an exciting time to work in this space. As with all our work, lived experience is at the heart of the [Gambling Harms Action Lab](#). We work to draw on the experts by experience in our Research Community and combine this with insights from work with a selection of financial services firms to understand what they can do to protect their customers better.



We welcome anyone to apply who possesses the quality and behaviours outlined in this pack or believes they can learn them fast. You will be joining an inclusive and supportive team that welcomes people from all backgrounds. What's important isn't your level of education or the opportunities you have had; it's about you and how you seize the opportunities ahead of you.

The successful candidate will initially work with the Gambling Harms Action Lab, carrying out research that's applied to our consultancy work with firms.

We welcome applications for this research role at either an officer or senior officer level, depending on skills and experience. The most important qualities we want to see in applicants are:

- An independent self starter, able to manage your own time, drive work forward and reliably meet deadlines.
- Critical thinking skills, with the ability to think creatively to problem-solve and identify new policy solutions.
- Excellent research and analysis skills and the ability to apply insights and learning, identifying practical actions firms can take to better support customers.
- Ability to digest complex information quickly and appraise firms work against regulatory requirements, best practice examples and policy recommendations.

We look forward to reading your applications.

Best wishes,

Helen Undy



What it's like to work here

Our office is based in east London and we operate a hybrid work model, with the majority of our team working in the office two days a week.

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 2024 staff survey, 100% of staff said that Money and Mental health is committed to doing quality work, has a supportive team culture and that they have a good working relationship with their colleagues.

We are still relatively small with a team of just 22, but as an organisation we punch above our weight and **have a significant impact**.

We have staff working across five main functions Research & Policy, External Affairs & Income, Finance & Operations, Partnerships which includes our Mental Health Accessible programme, and our Action Lab programme, currently working with financial services to tackle gambling harms.

Across those teams, we're all **passionate about putting the voice of lived experience at the heart of everything we do**. We welcome staff and board members who have lived experiences 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've recently developed 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.





Key details

- **Annual gross salary:** £42,323 full-time equivalent at Senior Officer level; or £33,745 full-time equivalent at Officer level
- **Location:** We welcome applicants from across the UK. We are based in east London, but this post can be offered on a hybrid-working basis with twice weekly travel to our London office. The salary is the same for both London-based and non-London based applicants, who are expected to fund their own travel costs to the office. The office is wheelchair accessible, with accessible lifts, toilets and showers on every floor.
- **Hours:** This role is offered on either a full-time (37.5 hours per week) or part-time basis, with a minimum of 30 hours over 4 days a week. The charity has a flexible working policy with core hours of 10am - 3pm and remaining contracted hours distributed throughout the week flexibly. We are open to discussing other flexible arrangements, such as accommodating school runs.
- **Contract type:** Permanent - This role sits primarily within the Gambling Harms Action Lab, which is a funded programme running until the end of April 2027. We want to be transparent from the outset that the funding for this role is time-limited, however, we are keen to find alternative positions within the charity for staff facing redundancy, which could include a future Action Lab or our Mental Health Accessible programme.
- **Reporting to:** Head of Gambling Harms Action Lab
- **Line management responsibilities:** None
- **Holidays:** 28 days per year plus bank holidays. This is calculated pro rata for part time employees.
- **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 £1,000 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.



Job description

The successful candidate will primarily work as part of the Gambling Harms Action Lab team where we're bringing together seven representatives from financial services firms to explore ways to reduce gambling related financial harms. The (Senior) Research Officer will be an integral part of the team working to tackle gambling related financial harms through delivering timely and insightful research and consultancy support.

We are seeking an experienced and dynamic individual to take on the role of (Senior) Research Officer. This exciting role involves undertaking research on gambling related financial harms and engaging with stakeholders in financial services firms to practically apply our research to their work. The successful candidate will demonstrate excellent critical thinking, research and policy development skills, with the ability to digest complex information quickly and appraise firms work against regulatory requirements, best practice examples and policy recommendations.

We are looking for an exceptional team member who is driven to create meaningful change and is passionate about tackling gambling related financial harms. The successful candidate should have a genuine commitment to our organisation's mission, as well as to the principles of equality, diversity and inclusion.

Finally, we're looking for an individual who can work independently and as part of a team, with strong organisational skills, who can manage their own time, meet deadlines reliably, plan work effectively and drive work forward.

Key tasks in the role will include:

- Developing and maintaining a strong understanding of key developments in gambling and financial services sectors, including regulatory guidance and best practice.
- Developing and strengthening relationships within financial services firms by delivering support to practically apply existing and new research to financial services work with customers with experience of mental health problems and or gambling harms.
- Collaborating, brainstorming and analysing to identify potential policy solutions to address gambling related financial harms.
- Collating insights from our Research Community of people with lived experience of mental health problems, and sharing these learnings through insight reports and briefings with financial services and other stakeholders.
- Supporting the Head of the Gambling Harms Action Lab with monitoring and measuring the impact of our work, engaging with key stakeholders, and suggesting innovative new ways to increase our impact.
- Supporting other teams within the organisation to deliver our programme of research and consultancy work



Skills and qualities

We are looking for a Senior Research Officer or a Research Officer, depending on experience.

The successful candidate will take responsibility for producing high-quality research that informs policy development to tackle gambling related financial harms. We're also looking for a self-starter who can work collaboratively across the organisation.

Experience, skills and qualities:

- An independent self starter, able to manage your own time, drive work forward and reliably meet deadlines.
- Extremely organised, with a proven ability to successfully plan and manage complex projects within deadlines
- Critical thinking skills, with the ability to think creatively to problem-solve and identify new policy solutions.
- Excellent research and analysis skills and the ability to apply insights and learning, identifying practical actions firms can take to better support customers.
- Ability to digest complex information quickly and appraise firms work against regulatory requirements, best practice examples and policy recommendations.
- A natural collaborator who enjoys working together and is able to prioritise the goals of the organisation as well as their own.

Also desirable:

- Experience working with people in difficult circumstances, showing empathy and sensitivity.
- Personal experience of gambling-related harms
- Experience of developing evaluation and monitoring frameworks.
- The ability to develop and maintain strong networks and influence, engage and inspire a range of stakeholders
- Good written and verbal communication skills, including the ability to construct compelling narratives
- Commitment to continuous personal and professional development
- Demonstrable interest in and some knowledge of one of the following areas: mental health problems, addiction, gambling research or policy, financial services firms or financial services regulation



The application process

Closing date: 8am on Monday 8 September 2025

Interviews: 16 and 18 September 2025 in-person at our east London office

Apply here: <https://app.beapplied.com/apply/uzdunutm8x>

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 at:
nicola.bond@moneyandmentalhealth.org

