



STRATEGIC PARTNERSHIPS OFFICER

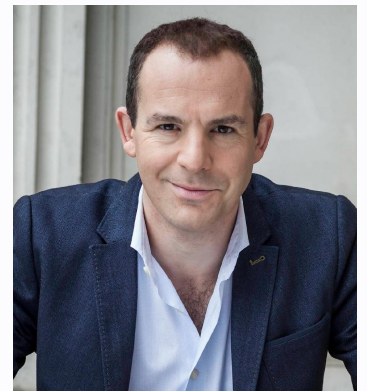
Mental Health Accessible INFORMATION PACK



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 has a real impact for people with mental health problems. As a core part of our charity, the [**Mental Health Accessible**](#) (MHA) team is on a mission to make everyday essential services – like banking, energy, water and telecoms – genuinely accessible for people experiencing mental health problems.

We do this by working directly with firms – and we've worked with leading providers from across essential sectors, including Lloyds Banking Group, HSBC UK, Nationwide, Co-operative Bank and Ovo.

Whether it's a full MHA accreditation, or bespoke consultancy on inclusive service design, reviewing customer communications or amplifying the voices of people with lived experience within processes, every part of what we do drives real, systemic change.



We're recruiting for a **Strategic Partnerships Officer** to join us on our mission. The successful candidate will work with the MHA team to support the growth and delivery of our consultancy work with firms.

We welcome anyone to apply to join the team 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 most important qualities we want to see in applicants are:

- Proactive and adaptable, with a willingness to take ownership of tasks, work collaboratively and chip in with activities as needed.
- Strong written and verbal communication skills, highly organised with excellent attention to detail and time management.
- An understanding or interest in mental health, essential services (e.g. banking, energy or water sectors), regulatory guidance or consultancy work.
- A natural collaborator who enjoys working together and is able to prioritise the goals of the organisation as well as their own.

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 very important 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 **deliver impact beyond our size**.

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 and/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 always working to become a more inclusive workplace.

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





Key details

- **Annual gross salary:** £33,745 full-time equivalent, per annum.
- **Location:** We welcome applicants from across the UK. We are based in east London, with London colleagues working from the office twice a week. This post can be offered to non-London applicants, with twice monthly 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.
- **Hours:** This role is offered as a full-time position (37.5 hours per week) or part-time (minimum 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
- **Reporting to:** Head of Strategic Partnerships
- **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

We're looking for a proactive, passionate and detail-oriented **Strategic Partnerships Officer** to support the growth and delivery of our consultancy work, within our [Mental Health Accessible](#) programme. This role is ideal for someone looking to build an impact-driven career in consultancy, project management or partnerships, with hands-on involvement across business development and client relationship management.

Our work is rooted in research, data and lived experience, allowing for a pragmatic approach which considers both an individual's and business needs.

Key responsibilities

Project management and delivery

- Support the coordination and delivery of client-facing consultancy projects, working with senior team members to ensure timelines, responsibilities and actions are clear and well-communicated.
- Support cross-functional project teams and external contractors to ensure smooth workflow and high-quality outputs, including preparing materials, templates and evidence materials.
- Organise and support internal and client-facing meetings, ensuring agendas, notes and follow-ups are well documented and actioned.
- Maintain accurate, well-organised client records, including meeting notes, project plans and follow-ups.
- Support with the direct delivery of consultancy work, for example taking part in mystery shopping or reviewing template letters.

Business development

- Support with the management of our new business pipeline, tracking progress, identifying key opportunities and contributing to timely follow-ups.
- Work with senior team members to scope new business opportunities, draft compelling pitches and conduct outreach.
- Help build and maintain relationships with prospective and existing clients, including key stakeholders in partner organisations.
- Horizon scan for external sector developments, events and speaking opportunities, and support with coordinating engagements.

Key responsibilities (continued)

Reporting and analysis

- Support senior team members in preparing internal reports on new business activity and financial forecasting.
- Track key metrics and progress against targets, contributing to clear and informative updates for leadership.

Copywriting and communications

- Support with drafting, editing and proofreading client outputs, proposals, internal updates and external communications about Mental Health Accessible, ensuring tone, accuracy and clarity.
- Create external communications for social media, our website and other outputs to raise awareness and generate new business interest.

Admin support

- Support the coordination of freelance contractors.
- Contribute to the operational success of the charity by assisting senior leaders and other team members with administrative and organisational duties as necessary, including team diary management, email drafting and resource organisation.



About you

We're looking for an exceptional team member who is **driven to create meaningful change** and is passionate about **improving outcomes for people with mental health problems**.

The successful candidate should have a genuine commitment to our organisation's mission, and to promoting equality, diversity and inclusion in all aspects of their work. If you're passionate about mental health, social justice and using evidence to improve lives, we'd love to hear from you.

Skills and interests:

- Strong written communication skills with experience of writing internal and external-facing communications – previous experience developing presentations a bonus.
- A keen interest in project management, with the ability to coordinate people and tasks effectively.
- An interest and curiosity for identifying opportunities and supporting new client acquisition.
- A natural collaborator who enjoys working together and is able to prioritise the goals of the organisation as well as their own.
- Highly organised with excellent attention to detail and time management.
- A keen eye for standardising and improving efficiency across documentation and processes.
- Proactive and adaptable, with a willingness to take ownership of tasks, work collaboratively and chip in with activities as needed.
- Confident and interested in managing internal and external stakeholders professionally.
- Familiarity with Google Drive (Gmail, Docs, Sheets, Slides) or similar tools.
- An understanding or interest in mental health, essential services (e.g. banking, energy or water sectors), regulatory guidance or consultancy work.
- Previous experience in a client-facing or administrative support role.



The application process

Closing date: Wednesday 17 September, 9:00am

Interviews: w/c 29 September, ideally in person at our east-London office, but remote possible as required

Apply here: <https://app.beapplied.com/apply/ers6bzb7ut>

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 background. 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: bronwen.dalleysmith@moneyandmentalhealth.org

