



PARTNERSHIPS OFFICER

Suicide Prevention Action Lab

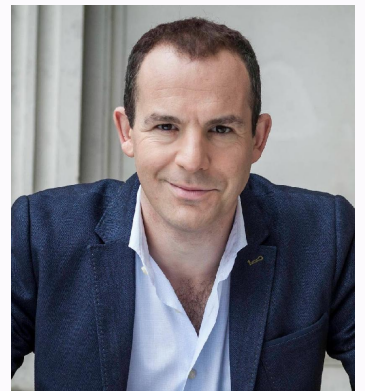
INFORMATION PACK



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. In 2024, we launched Money and Mental Health Action Labs, a new research to impact programme, bringing organisations together to explore complex issues through collaborative research, lived-experience insights, innovation and testing.

With a growing recognition of the links between financial difficulty and suicidality and an increasing national focus that suicide prevention is “everyone’s business”, we’re working to [explore the role of financial services in suicide prevention](#).

The Suicide Prevention Action Lab will draw on experts by experience in our Research Community, combining these insights with work with a selection of financial services firms to understand what they can do to support their customers better.



The successful candidate will work in the Action Lab team, initially working closely with participating firms to assist them in developing, testing, and implementing practical changes to help prevent suicidality.

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 most important qualities we want to see in applicants are:

- Self-motivated and delivery-focused, able to manage time effectively, work independently, and meet deadlines consistently.
- Skilled in building and maintaining productive relationships with firms and external stakeholders, using influence to support shared outcomes.
- Highly organised, with the ability to coordinate multiple workstreams, manage competing priorities, and maintain clear tracking of activity.
- Strong analytical and communication skills, able to interpret complex information quickly, assess against regulatory and policy standards, and produce clear, concise briefings and updates.

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 2026 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 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. We are still relatively small with a team of just 26, but as an organisation we punch above our weight and **have a significant impact**.

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 developed a new Equality, Diversity, Inclusion Strategy and are continually 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.

At Money and Mental Health, our work is guided by **our values**, which shape how we research, collaborate, and create impact. We:

- Centre lived experience to ensure our work is meaningful and grounded.
- Act with integrity and hold ourselves to the highest standards of accountability.
- Strive for impact through research that informs real-world change.
- Remain determined and compassionate, even in the face of complex challenges.
- Work through collaboration, always taking a team-first approach to achieve more together.



Key details



- **Annual gross salary:** £34,884 full-time equivalent
- **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 once or 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.
- **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 Suicide Prevention Action Lab. Funding for this role is currently confirmed for 26 months, until approximately 31 August 2028. We have chosen to offer the position on a permanent rather than fixed-term basis because we believe this provides greater financial security for employees, particularly those with significant financial commitments such as a mortgage. We want to be transparent from the outset about the funding arrangements and future plans for the role, while also demonstrating our commitment to supporting employees with the stability that a permanent contract provides. We hope that Action Labs will become a permanent part of the charity's work, with this role continuing as part of the programme. However, its long-term continuation will be dependent on securing future funding.
- **Reporting to:** Head of Innovation (Action Labs)
- **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:**
 - Every team member has a personal training budget, with many internal training opportunities
 - Cycle to Work and season ticket loan schemes
 - Enhanced maternity/paternity/parental leave terms: employees eligible for statutory maternity/paternity/shared parental pay receive 90% of earnings for up to 12 weeks.
 - Rental deposit loan scheme
 - Benenden healthcare package
 - A flexible working culture: core working hours are 10am–3pm, with flexibility outside these times (agreed with management) for employees to distribute working hours across the week

Job description



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The successful candidate will primarily work as part of the Suicide Prevention Action Lab (SPAL) team where we're bringing together six representatives from financial services firms to explore ways to improve support for customers experiencing suicidality. The Partnerships Officer will play a key role in supporting the delivery of the SPAL, working closely with participating firms to assist them in developing, testing, and implementing practical changes to help prevent suicidality.

The role focuses on building and maintaining strong relationships with partner organisations, supporting firms throughout their participation in the programme, and ensuring they remain motivated, accountable, and on track to deliver their commitments.

The Partnerships Officer will manage relationships with multiple firms simultaneously, each at a different stage in their journey to testing and embedding new and improved approaches to identifying and supporting customers experiencing or at risk of suicidality. Success in the role requires excellent organisation, persistence, and relationship management skills, alongside the ability to understand the challenges and competing demands faced by participating firms and to support them in maintaining momentum and delivering results.

This is an excellent opportunity for someone looking to develop their skills in partnership management, stakeholder engagement and influencing change within organisations. The role offers significant autonomy and responsibility, with opportunities to build expertise, lead stakeholder relationships, and contribute directly to the SPAL's growth and impact.

While the role will predominantly focus on the SPAL, the postholder will also contribute to the continued development of the wider Action Labs research-to-impact offer.

Key tasks in the role will include:

- Acting as the primary day-to-day contact for participating firms, building strong and productive relationships throughout their involvement in the SPAL. Coordinating and supporting consultancy and coaching meetings with participating firms.
- Developing and maintaining a strong working knowledge of emerging Action Lab research insights. Applying research insights in discussions with firms, supporting them in translating evidence into new or improved tools, processes and communications.
- Supporting a portfolio of firm representatives simultaneously, ensuring each remains engaged, motivated and on track to deliver against agreed objectives and milestones.
- Developing a strong understanding of participating firms' priorities, pressures and operational realities, using this insight to provide effective support.
- Building and maintaining relationships with external stakeholders beyond participating firms, and developing strong internal relationships, proactively sharing insights and intelligence from Action Labs to maximise our organisational impact.
- Identifying opportunities to raise the profile of the Action Lab research-to-impact model, including relevant conferences, speaking opportunities and awards.



Skills and qualities

Experience, skills and qualities:

- An independent self starter, able to manage your own time, drive work forward and reliably meet deadlines.
- Experience of, or a clear ability to build and maintain productive partnership relationships with firms and external stakeholders.
- Strong organisational skills, with experience of or the ability to coordinate multiple work strands, manage competing priorities and maintain accurate records and tracking systems.
- Ability to build credibility with stakeholders, foster engagement and use influence to drive progress.
- Ability to understand and balance the needs, priorities and constraints of different organisations while maintaining focus on agreed objectives and outcomes.
- Strong written and verbal communication skills, including the ability to prepare clear briefing materials, meeting outputs and stakeholder communications.
- 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.
- Experience of, or ability to apply, research, evidence or insight to support organisational change, service improvement or innovation.
- Knowledge of, or a demonstrable interest in, suicide prevention, mental health, vulnerability or related social policy issues.
- Experience of working with businesses, financial services organisations or other complex stakeholder environments.
- 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, suicidality, or policy, financial services firms or financial services regulation



The application process

Closing date: 8am on Monday 27 July 2026

Interviews: Week commencing 03 August 2026 in-person at our east London office

Apply here: <https://app.beapplied.com/apply/7mgck60poi>

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.

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

