



Finance and Operations Officer



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 almost 5,000 people with lived experience of mental health problems who inform our research, policy ideas and campaigns.

We are looking for a Finance and Operations Officer to help our workplace run as effectively as possible. This critical role will span office management, human resources, general administrative tasks and finance. We welcome anyone to apply who possess the qualities and behaviours outlined or who believes they can learn them fast.

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. They will also provide administrative support to the Chief Executive and the wider team. This is a part time, permanent role.

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:

- Driven to ensure our workplace is run as efficiently as can be
- Displaying exceptional organisational skills and a keen eye for details
- Able to manage competing priorities
- Willing to get stuck in - we're a small team and everyone pitches in

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 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.





Job description

The Finance and Operations Officer 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
- Managing purchases of stationery and office equipment
- Booking meeting rooms
- Organising catering for internal meetings
- Supporting with new office search and move to new premises
- Liaising with utility, cleaning and security providers in new premises if required

Human Resources

- Liaising with the external HR providers regarding employee documents
- Maintaining employee personnel records ensuring that all annual leave and sick leave is recorded correctly
- Assisting in the recruitment of new posts
- Onboarding and welcoming new employees, including ensuring newcomers have the necessary IT and office equipment and access to the required IT systems
- Coordinate annual staff surveys and collate responses

Operations

- Assisting the CEO and the wider team with administrative tasks
- Liaising with our external IT providers to ensuring all IT equipment is functioning and replaced when required
- Organising away days and other large meetings
- Reviewing/renewing supplier contracts annually (including insurance provider)

Governance

- Organising Trustee meetings
- Attending and taking notes at specific meetings (e.g. Trustee, Advisory Board, team away days)
- Updating the Charity Commission for changes in Trustees and submission of annual returns
- Ensuring all policy documents are up to date and reviewed within the correct time frame



Job description (continued)

Finance

- Processing invoices and expenses and coordinating twice monthly payment runs
- Reconciliation of the monthly corporate card bills
- Keeping the fixed asset register up-to-date
- Bank account administration
- Collation of information for the auditors

Skills and qualities

We are looking for someone who can demonstrate the following skills and experiences:

Essential

- Reliable, trustworthy and discreet
- Excellent organisational skills
- Confident user of Microsoft or Google packages, in particular excel spreadsheets or google sheets, Word or google docs
- Good written and verbal communication skills
- Good numeracy skills

Desirable

- Previous experience as personal assistant or office manager
- Demonstrable interest in mental health and other key issues on which the charity works
- Previous bookkeeping experience including use of accounting software
- Comfortable using IT systems generally (e.g. online banking, web-based platforms)



Key details

- **Salary:** £32,915 Full Time Equivalent (pro rata for part time employees)
- **Location:** This role will be London-based, meaning the successful candidate will be expected to work from Money and Mental Health's central London office for at least two days each week. The office is wheelchair accessible - [additional information about the building's accessibility can be found here.](#)
- **Hours:** Three to four days (22.5 to 30 hours) 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 Finance and Operations
- **Line management responsibilities:** N/a
- **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 21st October 2024

Provisional interview dates: 29th to 31st October 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 at: [Nicky Deans, Head of Finance and Operations](#)

