

## Security Lead

### Welcome

Thank you for your interest in joining Mental Health Innovations.

Founded in November 2017 with support from the Royal Foundation of The Prince and Princess of Wales, we use data insights, clinical expertise, innovation and partnerships to improve mental health across the UK.

We provide early intervention, preventative care and crisis support through digital services. Shout is the UK's only free, confidential, 24/7 text service, while The Mix offers anonymous online advice for young people - empowering them as co-creators and volunteers and equipping them with mental health skills for their communities and futures.

Our work is vital, often life-saving, and we look forward to receiving your application to join us.

Victoria Hornby, OBE  
CEO, Mental Health Innovations

 Mental Health  
Innovations shout  
85258 

*“Working at Mental Health Innovations, I feel supported and motivated. This is an organisation that encourages both personal development and collaborative working. It’s great to be part of such an exceptional team!”*

Laura, Shout Clinical Supervisor



## About Shout and The Mix



Shout is the UK's first and only free, confidential, 24/7 text messaging service for anyone who is struggling to cope.

We've taken more than three million text conversations with one million children, young people and adults who are in distress and need urgent, in-the-moment support.

Since 2019, we've recruited and trained over 14,000 Shout Volunteers, arming them with skills to use on our platform and in their wider community.

As a 24/7 service, people contact us round the clock, most commonly looking for support with suicide, depression, anxiety, relationship issues, loneliness and self-harm.

We take around 2,000 conversations every single day, with 86% telling us that the conversation they had was helpful.

[Find out more](#)

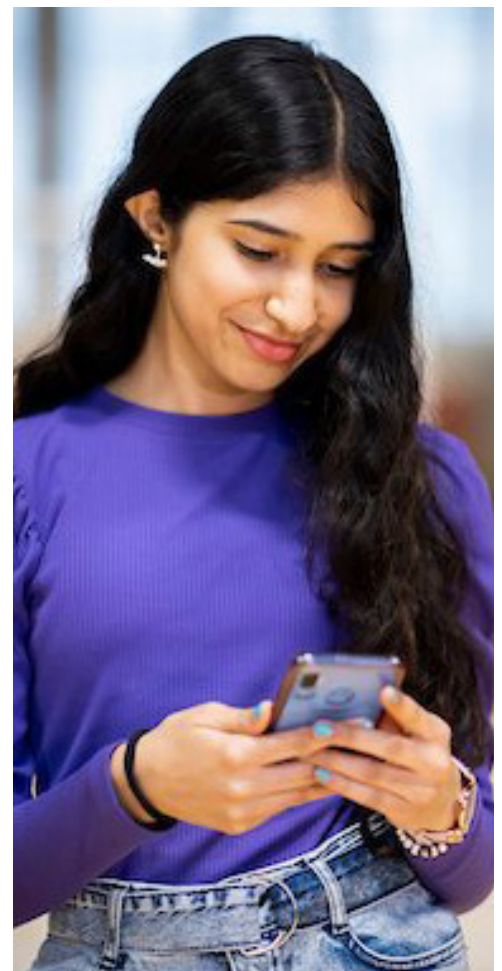
The Mix is here to make sure every young person has somewhere to turn - whatever life throws at them

We offer a welcoming community, free, confidential support and expert advice on everything from mental health and relationships to work, money and more, all designed with and for young people.

At The Mix, young people can access one-to-one support from peers and counsellors, join live support groups or talk on our community boards. They can learn at their own pace with self-help tools and hear real stories on The Mix Six podcast.

Everything we offer is built to empower young people to make choices, build skills and move forward with confidence. The Mix is more than a service - it's a movement for a more hopeful, connected future.

[Find out more](#)



# About Mental Health Innovations

## Our purpose

Transforming mental health

## Our mission

We will deliver scalable, innovative, digital services and insights to transform the mental health of the nation

## Strategic objectives

Our key strategic objectives for Mental Health Innovations (MHI) for 2025 - 28 are:

### Products and services

1. Improve and grow our crisis support by delivering strong and sustainable Shout services
2. Grow our ecosystem of early intervention and support for young people by improving and expanding our Mix branded services

### Insights and expertise

3. Grow our profile and influence with key funders and policy stakeholders by expanding our data insights and raising awareness of them

### Product development

4. Incubate new products and services, harnessing data insights, clinical expertise and user voice

We will develop a strong organisational structure in order to deliver these objectives. This is a key priority for our 25/26 operational plan.

## Diversity, equity and inclusion

Mental Health Innovations has a Diversity, Equity and Inclusion working group. Their mission is to ensure that the organisation is truly diverse and inclusive, in order that we have a creative and empowered team that can develop and deliver high quality services to anyone who needs them.

The organisation strives to be representative of the UK population at all levels of the organisation, from staff to volunteers and beneficiaries. We are committed to facilitating open conversations that enable stakeholders to challenge our attitudes and working practices; to identifying where improvements need to be made to work towards our goals; to making evidence-based recommendations, seeking feedback and being held accountable for our progress.



## Our organisational values



### Empathy

Through empathy and compassion, we build trust, foster connection and ensure our work remains human-centred and impactful.



### Integrity

Integrity is the foundation of our decision-making and the standards we hold ourselves to. We are transparent, accountable and fair.



### Courage

Backed by proven clinical expertise and data-driven analysis, we are confident in our insights, activities and services.

## Our organisational behaviours



### Pioneering

Innovation fuels our ambition to do things differently - and better. We harness data, technology, and creativity to develop scalable, evidence-led services.



### Collaborative

We recognise that success will come from working together and combining our diverse experiences, knowledge and capabilities.



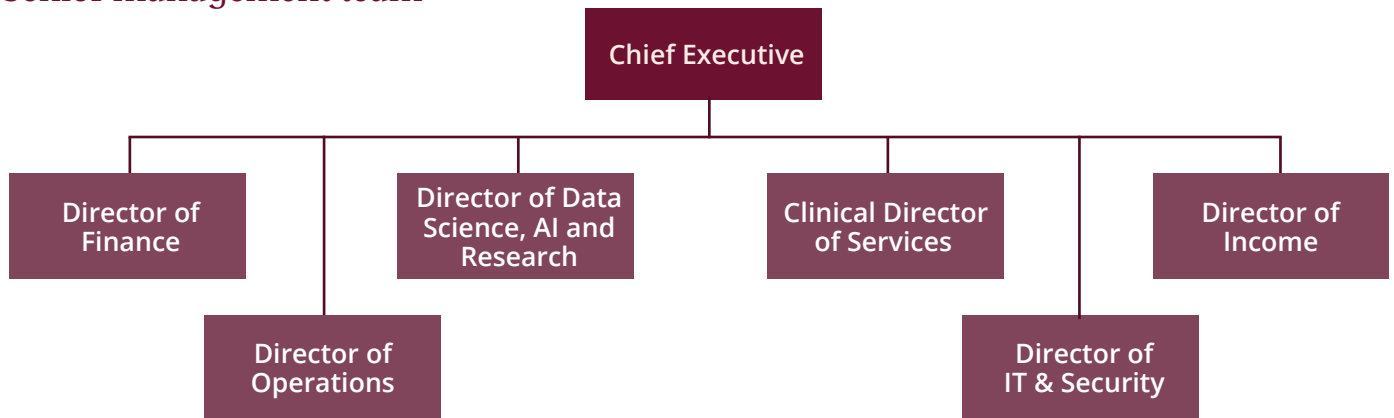
### Dedicated

We are driven, proactive and committed to achieving our objectives and goals, going above and beyond to deliver excellence.

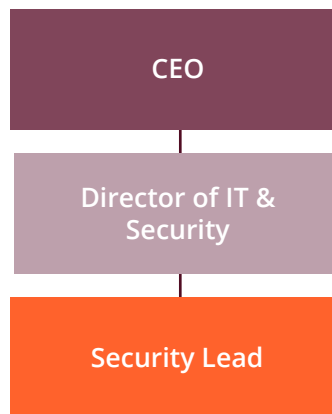


# Organisational structure

## Senior management team



## Vacancy department structure



## Job description

<i>Job title:</i>	Security Lead
<i>Reporting to:</i>	Director of IT & Security
<i>Contract:</i>	Permanent
<i>Hours:</i>	40 hours per week, inclusive of a daily 1 hour paid lunch break
<i>Salary:</i>	Up to £65,000 per annum
<i>Base:</i>	Hybrid, with a minimum of one day per week at our West London offices
<i>Job purpose:</i>	To operate our information security system, and maintain Mental Health Innovations' ISO 27001 certification

## Key responsibilities

- Building and maintaining excellent relationships with team leads across the organisation to raise awareness of security and work through issues
- Deputising for the Director in security matters as required
- Operation of the ISMS and Data Protection processes
- Managing risk register, preparing for management review meetings
- Developing/maintaining controls and ensuring they are implemented across the organisation
- Refining our security KPIs and maintaining them
- Proposing actions from KPIs, events and incidents and coordinating resultant work
- Working with the Director to track threats and vulnerabilities, evaluate risk levels and progress treatment plans
- Ensuring secure endpoint and cloud posture
- Working with the team to plan consultancy days; e.g., work items requiring deep knowledge of a specific security domain or a technical specialist
- Monitoring our processes and suggesting improvements
- Proposing and progressing other continuous improvement work
- Feeding into training and awareness programmes and improving security culture
- Preparing for audits and carrying out remediation work
- Working with the Director to create, maintain and manage policies and ensure compliance
- Planning and participating in incident response exercises
- Managing major incidents and conducting post mortems/reviews

## Person specification

### Essential

- The ability to learn new skills and technologies quickly
- Experience of risk management
- Working knowledge of security standards and frameworks, particularly ISO 27001
- Knowledge (and preferably experience) of GDPR and DPA 2018
- Experience of incident management
- Excellent knowledge of high level security concepts and best practice
- Excellent documentation skills, including policies and standards
- Knowledge of the following areas (deeper experience of one or more preferred):
  - Endpoint security
  - Network security
  - Cloud security
  - Application security
  - Identity and access management
  - Secure distributed working practices

- Excellent written and verbal communicator
- Ability and desire to learn new tools, skills and consider other perspectives
- Growth mindset: comfortable performing a wide range of activities, including stretching to new skill/experience areas
- Ability to manage own time, confirm priorities and expectations
- Independent worker who knows when to ask questions
- Comfortable working with the wider team and organisation
- Comfortable dealing with ambiguous situations and objectives

## Desirable

Don't worry if you only have some of these - we'd still encourage you to apply.

- Professional qualifications, such as CompTIA+, CISSP, CCSP, ISO 27001 Auditor
- Exposure to ITIL (ITIL Foundation or higher preferred)
- Experience in one or more of the following:
  - Cloud (AWS preferred)
  - Salesforce
  - SSO & federated identities
  - Network security, SASE & VPNs
  - Endpoint security
  - Infrastructure security and best practices
  - Working knowledge of encryption technologies
  - Password management and access control
  - Security training and awareness
  - Secure distributed working practices
  - Securing domains
- Detection and response, with excellent troubleshooting skills
- Working knowledge of one or more of these tools/products:
  - Salesforce
  - JIRA & Confluence



# Benefits

## Health and wellbeing

All permanent UK employees are covered by Vitality health insurance once they have successfully completed their probationary period. This includes:

- An employee assistance program (EAP)
- Cash plan and rewards for healthy living
- In- and out-patient treatment
- Private GP service

Employees based in New Zealand will receive an additional payment as part of their monthly pay to arrange their own health insurance policy, after they have completed probation.



## Flexible working and working from home

We offer flexible and working from home opportunities to give you more control over your time at work.

## Competitive pension

We auto-enrol all UK employees onto Aviva's pension scheme. When you join from New Zealand, you will be auto-enrolled onto the KiwiSaver pension initiative.

We offer everybody the chance to contribute to a pension. As the employer, we contribute 5% of your salary to your pension.

## Annual leave

Depending on the role, employees based in the UK are either entitled to 25 days annual leave plus public holidays or 33 days annual leave including public holidays.

Employees based in New Zealand are entitled to five weeks' paid annual holiday at the end of each 12 months of continuous employment with us.

These entitlements are pro-rata for part-time positions.

## Company electronic devices

We provide company laptops to all employees as well as IT equipment such as monitors, keyboard and mouse.

## Excellent opportunities for training and career progression

We are committed to supporting employees' learning and development. Alongside standard mandatory training, we believe that investing in developing people's knowledge and skills is of great benefit to everybody and makes our organisation stronger.

We actively encourage employees to improve the knowledge and skills that they have, which are connected to their role and areas of interest, and to do so through personal development plans.

## How to apply

Apply with a CV and cover letter at [mhiuk.bamboohr.com/careers](https://mhiuk.bamboohr.com/careers).

Offers of appointment will be subject to the receipt of satisfactory references.

## Not this vacancy?

Find other ways to support us by visiting our websites:

[giveusashout.org/get-involved/](https://giveusashout.org/get-involved/)

[themix.org.uk/get-involved/](https://themix.org.uk/get-involved/)



*“What I love about Mental Health Innovations is working with like-minded people - feeling totally respected and trusted as a professional.”*

Laura, Shout Platform Shift Leader

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