



(SENIOR) COMMUNICATIONS AND PARTNERSHIPS 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



Our work here at Money and Mental Health leads to real change, which can make a huge difference for those of us with mental health problems. That's why we're excited to continue that impact by launching a new three-year work programme focusing on tackling gambling-related harms.

With momentum building to address gambling-related harms, this is an important time to work in this space.

As with all our work, lived experience is at the heart of the Gambling Action Lab. We'll partner with the experts by experience in our Research Community, bringing this first-hand knowledge together with insights from a selection of financial services firms to understand what they can do to protect their customers better.

We are working hard to create an organisation where Equity, Diversity, Inclusion and Belonging are baked into our culture. We welcome applications from everyone, regardless of age, gender, identity, race, class, sexuality, disability or any other characteristic. 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.



This is an exciting opportunity helping to build a new project from scratch. The successful candidate will be a key member of the Gambling Action Lab team, developing relationships across the financial, charity and gambling sectors and promoting our work to tackle gambling-related financial harms. We welcome applications for this communications and partnerships 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:

- Excellent written communication skills
- An ability to develop and maintain strong stakeholder relationships
- Ability to craft compelling narratives to influence others verbally and in writing
- Interpersonal skills and the ability to work as part of a team

We look forward to reading your applications.

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 team members spread across the UK who primarily work from home, but who are in the office twice a month.

The wellbeing of our team 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 team survey, 100% of the team agreed they'd recommend Money and Mental Health as a great place to work.

We are still relatively small with a team of just 19, but as an organisation we punch above our weight and **have a significant impact**.

Throughout the organisation we currently have people working across Research and Policy, External Affairs & Income, Finance & Operations and Partnerships, which includes our Mental Health Accessible programme.

The Gambling Action Lab will be an additional team but will work closely with the rest of the organisation.

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, financial difficulty or gambling problems.

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. We're committed to employees professional growth and development and offer internal and external training opportunities with an annual personal training budget.





Key details

- **Annual gross salary:** £41,283 full-time equivalent at Senior Officer level; or £32,915 full-time equivalent at Officer level
- **Location:** We welcome applicants from across the UK. We are based in London but this post can be offered on a remote-working basis with twice monthly travel to the office. The salary is the same and remote colleagues are expected to fund their own travel costs to the office. The office is wheelchair accessible - additional accessibility info [can be found here](#).
- **Hours:** Full-time (37.5 hours per week) or part-time (30 hours minimum over 4 days a week). We have flexible working policy with core hours of 10am - 3pm and remaining weekly contracted hours distributed flexibly. We are open to discussing other flexible arrangements.
- **Contract type:** Fixed-term contract (three years)
- **Reporting to:** Head of Gambling Action Lab
- **Line management responsibilities:** None
- **Holidays:** 28 days per year plus bank holidays (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 your monthly gross salary, subject to you making a minimum contribution of 2.5% of your monthly gross salary.
- **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 work with the Head of the Gambling Action Lab (GAL) and the Senior Research Officer to bring together a handful of representatives from financial services firms to explore ways to reduce gambling-related financial harms. They will build and maintain stakeholder relationships and play a key role in facilitating group discussions with financial services representatives.

We are seeking a dynamic individual to take on the role of (Senior) Communications and Partnerships Officer, driving and promoting the work and visibility of the GAL. This exciting role will also involve working with the wider Money and Mental Health External Affairs team to plan and deliver a programme of events to promote the work of the GAL.

Key tasks in the role will include:

- Driving the visibility of the GAL externally, including attending and speaking at events to promote our work, and networking.
- Developing and strengthening relationships within financial services firms to bring together a handful of representatives to partner with us.
- Facilitating Action Learning Set (ALS) meetings by designing and implementing activities that promote reflective thinking and problem-solving. Managing group dynamics to ensure a structured environment that supports members to participate.
- Planning and delivering a programme of events (mainly online), including liaising with and briefing speakers, promoting events and managing invitee lists
- Confidently delivering and presenting the work of the GAL to critical stakeholders and at industry events.
- Developing content for the GAL webpage and working closely with colleagues in the External Affairs team to disseminate the GAL's key messages and findings.
- Supporting the Head of the GAL with monitoring and measuring the impact of our work, engaging with key stakeholders, and suggesting innovations and new ways to increase our impact.



Skills and qualities

This role is offered as Senior Officer or Officer level, depending on experience.

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.

The successful candidate will be able to work independently and as part of a team, with strong organisational skills and the ability to meet deadlines reliably and plan work effectively.

Essential experience, skills and qualities:

- Excellent written and verbal communication skills, including the ability to tell a clear story and to tailor content for different audiences.
- The ability to influence others in writing and verbally through crafting formal pitches.
- Solid relationship management skills, with the ability to develop and maintain excellent working relationships internally and externally.
- The ability to organise events (particularly online) and an understanding of different tactics to engage audiences.
- Experience working with people in difficult circumstances, showing empathy and sensitivity.
- Demonstrable interest in and some knowledge of one of the following areas: mental health problems, addiction, gambling research and/or policy, financial services firms or financial services regulation.
- Committed and organised, taking direct ownership of work and able to manage a busy to-do list with excellent project management skills.

Desirable:

- Personal experience of gambling-related harms.
- Experience of developing evaluation and monitoring frameworks.
- A willingness to share your ideas, step out of your comfort zone to try new things and ask for help when needed.



The application process

Closing date: Monday 20 May 2024 at 9am

Interviews: Interviews will be held the week commencing 27 May 2024, Nikki Bond (Head of the Gambling Action Lab) and Alexis Stevens (Strategic Partnerships Manager) will form the interview panel. Interviews will last approximately one hour.

Apply here: <https://app.beapplied.com/apply/as4jhaibpa>

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.](#)

We are committed to ensuring that our recruitment process and experience is accessible to everyone. Please let us know about specific support requirements we can offer that may support you during this time. 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.

Any questions? Please get in touch at: nicola.bond@moneyandmentalhealth.org

