MS SOCIETY JOB DESCRIPTION

Job Title: Information Officer (Scotland)

Location: National office, Edinburgh

Reports to: Self Management Lead

Introduction to Multiple Sclerosis and the MS Society
Multiple sclerosis is an unpredictable and incurable condition that affects people’s nervous systems. It can attack suddenly or progress steadily, bringing a range of symptoms which can include sight loss, incontinence, fatigue and mobility problems. No-one with MS can be sure when or how it will affect them next. For 100,000 of us in the UK, it’s a daily reality.

The MS Society is here for everyone living with MS – to provide practical help today, and the hope of a cure tomorrow. We play a leading role in research. We fight for better treatment and care. We let people with MS know they’re not alone, and offer advice and support to help them manage the symptoms. With your support, we’ll be able to do even more – until we beat MS together.

Purpose
Ensure information systems are kept up-to-date and relevant by writing information material focused on Scottish related issues.

Provide information to the MS community via Information Services on Scotland specific matters ranging from treatment, financial security, caring, education, and health and social care integration using reliable, accurate, up to date sources of information sources.

Research and share information on Scotland specific issues, identified by the needs of the service.

To contribute to the overall implementation of the Services and Support team’s objectives

Key Relationships:
Internal
The post holder works closely with:
- Colleagues in Scotland
- Helpline Services Manager
- Helpline Information Team
- Information Resources Team
- Services and Support colleagues across the UK
- Support Volunteers & branches
External
The post holder works closely with:
- MS professionals
- External agencies such as the Disability Law Service

Key Accountabilities:
The MS Society Information Officer will support delivery of the Society’s Services and Support strategy to deliver the MS Society’s strategic goals by:

1. Business plan implementation
   1a Monitor, research and impart information relating to Scotland issues,
   1b Contribute to the content of Scotland specific information days, events and training for staff and volunteers
   1d Contribute to service development and promotion
   1d Maintaining information resources and publications
   1e People Management

2. Team work

3. Monitoring and Reporting on Performance

General

Our values
All MS Society staff are expected to model and promote our values:

**Bold**
We are brave and innovative. We’re not afraid to take risks and speak out, even when it is not easy. We are pioneering and dynamic in our approach to achieving our goals. We will campaign and push boundaries, and will not give up until we have beaten MS.

**Expert**
People with MS are experts in their own condition. We bring together their own experience and knowledge, along with that of staff, volunteers and professionals, and the best available evidence, to improve the lives of people affected by MS.

**Ambitious**
We do not accept the status quo. We set high standards and work hard to reach them, driving real change. We push the boundaries and are positive about beating MS.

**Together**
We achieve success by working with the whole MS community. We are collaborative and inclusive in our approach to succeed in delivering our goals. Everything we do shows we support and care about each other.
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Detailed Responsibilities:

1. **Business plan implementation 90%**
   - Planning work to ensure the achievement of deadlines.
   - Focussing work to deliver the team’s business plan and contribute to the achievement of the Society’s strategic aims and priorities.
   - Contributing to a clear focus on driving improvements in quality, impact and performance.

1a **Monitor, research and impart information relating to Scotland specific issues (65%)**
   - Responsible for the provision of accurate Scotland specific information to the MS Helpline for dissemination to the wider MS community
   - Develop and ensure information sheets on a wide variety of MS related topics are kept up-to-date
   - Involve others in the team to contribute to this process and ensure this information is available to colleagues when handling enquiries
   - Develop and maintain the national signposting list and ensure it is available to national and local staff within the service directorate
   - Contribute to the timely production of MS resources by reviewing and suggesting content and writing as required
   - Engage in team work by knowledge sharing and actively contributing where required to all Services and Support and Information Services meetings
   - Responsible for the provision of professional, accurate, timely general information about MS and related topics to the MS Society Helpline staff and volunteers via telephone, email, web form, social media and post
   - Build up a bank of knowledge on all Scotland specific issues, including favourite websites, key contacts and useful documents
   - Act as an internal contact for the organisation for Scotland specific information requests
   - Use a variety of channels to share useful information in a timely manner to relevant colleagues within the Society
   - Be available to respond to Scotland specific enquiries requested by internal colleagues
   - Liaise with relevant colleagues across the organisation to ensure accuracy of information
   - Respond to enquiries using information from relevant, reliable, evidence-based sources, including medical journals, publications and websites to provide high quality responses to enquiries
   - To liaise and consult with colleagues in the development of materials to ensure that content and tone are appropriate
   - Contribute up-to-date Scotland specific information to inform national documents
   - Have oversight of national publications to ensure Scotland specific differences are represented appropriately
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1b Contribute to the content of Scotland specific information days, events and training for staff and volunteers (10%)
   - Contribute to the content of training programmes for MS Society staff and volunteers, organised information days and talks in relation to Scotland specific information and resources
   - Participate in relevant training to maintain appropriate skills

1c Contribute to the development and promotion of the MS Society’s Information service (5%)
   - Contribute to the development of Information Services and Services and Support Scotland as well as any new strategic developments

1d Maintaining information resources and publications (5%)
   - To work with the Scotland office receptionists in responding to visitors enquiries
   - Ensure any relevant information resources developed by the MS Society are identified and utilised in Scotland and in the Scotland office

1e Volunteer management (5%)
   - Be responsible for the safe recruitment and induction of new volunteers
   - Manage and support volunteers within the office environment
   - Support a network of MS Volunteer Champions

2. Team work 5%
   - Contribute to the work of the broader team
   - Developing and maintaining effective working relationships across the department, directorate and Society.

3. Monitoring and Reporting on Performance 5%
   - Accountable for the analysis and evaluation of the service evaluation
   - Monitoring performance information against objectives, outcomes and KPIs.
   - Taking corrective action in a timely manner when necessary
   - Contribute to the impact measurement of the teams work in accordance with the MS Society’s outcomes framework

General
   - Compliance with MSS’s governance procedures, MSS policies and procedures
   - Contribute to a positive working environment in which equality and diversity are valued and staff are enabled to do their best
   - Contribute to the work of the broader team
   - Responsible for the effective use of financial and other resources
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Other Duties
- To be prepared to travel to meetings across the UK and be away from home overnight, as the job reasonably demands
- To undertake any other works as could be expected of an Information Officer

Person Specification

Qualifications
Essential
- A levels/equivalent qualification or
- Relevant professional experience, which demonstrates equivalent academic skills
- Evidence of continuous professional development.

Experience
Essential
- Experience of researching trusted information using reputable sources; up-to-date accurate and evidence based
- Experience of maintaining databases and information resources
- Experience of responding to issues regarding health and social care issues, welfare benefits and other financial matters
- Experience of developing written materials for publications, web and information even Knowledge and skills

Knowledge and skills
Essential
- Excellent research skills; able to source, manage and share up-to-date accurate, evidence based information
- Excellent written and verbal communication skills; able to write or speak sensitively to a wide range of individuals and disseminate complex information in a user friendly manner
- Ability to communicate effectively in a wide range of media and audiences
- Good organisational and workload management skills
- Excellent IT skills, in particular MS Office
- Ability to work to a high level of accuracy and attention to detail

Employment terms

Grade: Band E, level 1

Signed by post holder Date