



C1: Supporter Care Team

Following a review of how our volunteers, members, supporters and the public contact us, we've set up a **Supporter Care Team** as the new point of contact for queries to MS Society departments.

How will the Supporter Care Team help us?

Availability

Your **Local Networks Officer** (LNO) is your main contact. Most LNOs work a standard day, but as they also support evening and weekend meetings and events, they won't always be able to speak to you, or reply to emails as promptly as you'd like.

You've told us you want to be able to get answers to administrative questions quickly; this is how the Supporter Care Team will assist you. The team is here to deal with your enquiries by phone and email, Monday to Friday, 9am - 5pm.

Ownership

Whatever your query, the Supporter Care Team will help you to find the answer. They may be able to deal with your query themselves, or they may need to go away and find out the answer and get back to you. Sometimes, they will need to put you through to someone else, but they will always make sure that person is available and tell them what you need before transferring your call.

Who should I contact?

Local Networks Officer

Local Networks Officers (LNOs) are the main staff contact for the local needs of MS Society groups that deliver services and handle money. The role of the LNO is to work with MS Society groups to help extend their reach, raise awareness of MS locally and offer excellent services to people affected by MS.

Contact your LNO for support with:

1. Processes

- ✓ Advice on information events
- ✓ Volunteer recruitment

2. Service development

- ✓ Developing new services
- ✓ Identifying local need
- ✓ Business planning and legacy spend planning
- ✓ Raising awareness and extending the reach of our services

3. Volunteering

- ✓ Support in working with volunteers
- ✓ Service user issues



For contact details for your LNO, see [Your Local Networks Team](#) on the **volunteer website** or contact the **Supporter Care Team** for assistance.

Supporter Care Team

The Supporter Care Team is your point of contact for enquiries about most MS Society departments.

Contact the Supporter Care Team for help with:

1. Administrative support

- ✓ Health and safety enquiries
- ✓ MS Society email support
- ✓ Portal support
- ✓ Support grant application form requests and basic queries
- ✓ Web to print support

2. Fundraising

- ✓ Accessing fundraising materials
- ✓ Cake Break
- ✓ Store collection details
- ✓ License queries
- ✓ Fundraising location concerns

3. Membership

- ✓ Membership data
- ✓ Processing new members

4. Policy support

- ✓ The Supporter Care Team will direct your call to the appropriate person

5. Volunteering

- ✓ Who needs a disclosure check
- ✓ Training information

6. Website

- ✓ 'Near me' listings
- ✓ Advertising events on the website
- ✓ Website navigation

Other staff teams

The **Grants Team** offers guidance to support volunteers on MS Society grantmaking and provides information on accessing funding from other sources. You can contact them with any grantmaking queries.

The **Finance Team** is there to support you to maintain and report your accounts, set up Gift Aid and claim VAT relief. You can contact them with any financial questions or concerns.



Contact details for staff teams referred to can be found in [Appendix 2: Sources of support](#) on our **volunteer website** or at the end of this guide.

Contacting the Supporter Care Team

The Supporter Care Team is available by phone and email:

Tel: 0300 500 8084

Email: supportercare@mssociety.org.uk

Opening hours - Monday to Friday, 9am to 5pm

Local Networks Programme Guide C1: Supporter Care Team v2	
Content owner:	Head of Supporter Services
Editor:	Quality and Innovation Projects Officer
Signed off:	October 2016
Review date:	April 2017
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