



Administration Volunteer Volunteer Role Description

Across the UK, our 270 local groups play a vital part in supporting people affected by MS. They provide sense of belonging, unity and friendship. And they deliver services and support for their local MS community.

Our Administration Volunteers are the linchpin for our local groups' activities. They act as the first point of contact and they make sure all relevant information is circulated to other volunteers and members. And they play an important role in keeping our data and details up to date to comply with data protection legislation.

In this role you'll develop your administration and organisation skills.

Most importantly you'll be help your local group run efficiently, so they can keep providing valuable services to our MS community.

What the role involves

This role may vary depending on needs, but is likely to include:

- Keeping records and data up to date and taking notes at meetings
- Preparing mail-outs
- Answering enquiries
- Accessing the group MS Society Email and Portal accounts
- Booking venues for meetings and activities
- Ensuring group volunteers are aware of current agreements/activities
- Supporting the development of the group's activity plan
- Supporting the group's shared responsibility for designing and delivering services and activities in line with our principles of quality service delivery so that they are safe, effective and impactful

We can support you to develop the skills you need for this role, including an induction into all the areas outlined. You will have a chance to discuss your role and any additional needs with us.

Together, we are strong enough to stop MS.

Multiple Sclerosis Society. Registered charity numbers 1139257/SC041990. Registered as a limited company in England and Wales 07451571.

What you need for this role

Essential

- Confident using Microsoft Office, the internet and email
- Comfortable organising the administration of a group
- Able to follow MS Society policies and procedures
- Able to understand and apply our risk management system
- Able to apply disability, equality and inclusion practices
- Able to keep people's personal details safe

Desirable

- Committed to our values
- Enjoy working as part of a team
- Willing to develop skills and experience

In order to volunteer in this role you will need to:

- Read through your welcome and induction checklist

Additional information about our Volunteering programme:

When you volunteer with us, you join our powerful community of people living with MS, scientists, campaigners, listeners, organisers, ambassadors and fundraisers.

Our Volunteering Programme holds the prestigious Investing in Volunteers (IiV) accreditation. This award recognises our dedication to ensuring all volunteers have an excellent experience – from when we recruit you, through supporting you to develop skills and experience, to recognising your achievements.

Our shared commitments help keep our Volunteering Programme enjoyable, meaningful and safe for everyone.

Download [Our Commitments](#) here.