



Communications Volunteer

Volunteer role description

We're the MS Society – a community of people living with MS, volunteers, scientists, campaigners, listeners, organisers, ambassadors and fundraisers. Join us today so that together we can stop MS.

Would you like to help us support people by sharing stories about MS and bringing people together? As our Communications Volunteer you'll be at the heart of talking to our different MS communities and helping them feel part of something bigger. You'll write and edit newsletters, respond to information requests, and help develop engaging content for social media.

In this role you'll be able to develop your writing skills, and gain experience of communicating across a range of digital channels.

Most importantly you'll be helping us engage with lots of people and get the word out to people with MS about support to help them live their lives to the full.

What the role involves

The specific tasks of this role are likely to include:

- Helping update information resources
- Supporting with developing and editing stories about MS from our community
- Writing and editing newsletters, eBulletins and promotional materials
- Supporting content development for our MS communities, for example, helping us gather photos and stories
- Helping moderate social media channels
- Using MS Society systems, like our content management system (CMS), where relevant

You can carry out this role from home or one of our national offices, depending on where the role is based. We will support you in remote volunteering and in developing the skills you need for this role, including an induction into all the areas outlined. You will have a chance to discuss your role, claiming expenses 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
- Confident communicator in written and spoken English
- Prepared to follow our disability, equality and inclusion practices and to keep people's personal data safe
- Committed to our values
- Enjoy writing and happy to follow our brand guidelines and tone of voice

Desirable

- Good research skills and able to motivate and support contributions from others
- Happy to build relationships with new and existing external organisations
- Willing to develop skills and experience
- Willing to learn bespoke IT systems

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

- Complete the Welcome and Induction Checklist in the back of your [Welcome Pack](#) (opens in new window).
- Complete the training listed below:

Must do training	Role specific training
Data protection eLearning	Induction with your volunteer point of contact

Sources of support:

We will ensure that whilst volunteering with us you will have access to all the support you need to feel comfortable, confident with what you are doing, and able to achieve the most impact through your time with us.

For Communication Volunteers who are volunteering in our local groups the source of support is the Group Coordinator. If your Group Coordinator isn't able to help, the Volunteer Support Team is the key staff contact for local groups' volunteers: volunteersupport@mssociety.org.uk

For Communication Volunteers who are volunteering at the national centre, the source of support is the person who recruited you to your role.

The Supporter Care Team is your point of contact for queries to other MS Society departments. They can signpost you to the right person:
supportercare@mssociety.org.uk

Speaking to other volunteers from can be another source of support. This is something you could organise yourself or ask your volunteer point of contact to do for you.

Other staff who can support you are listed on our volunteer website:
volunteers.mssociety.org.uk/volunteering-with-us/staff-support

Our [Volunteers Website](#) offers guidance on the practices and procedure you should follow: volunteers.mssociety.org.uk

More 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 shared commitments help keep our volunteering programme enjoyable, meaningful and safe for everyone.

Download [Our Commitments](#) here.