



Information Events Volunteer Volunteer Role Description

We deliver a range of information events around the UK for everyone living with MS, their carers, family and friends. During events people get up-to-date information from MS Society staff and professionals on topics such as our cutting edge research programme, symptom management, mood and cognition and exercise. They also provide a chance to meet other people living with MS.

As our Information Events Volunteer you'll help us to deliver informative and engaging events. Your responsibilities can include helping with preparation and setting up, registration, meeting and greeting people, stewarding and general assistance during workshop sessions and refreshment breaks.

In this role you will be able to develop your communication, organisation and team working skills.

Most importantly you will support people with MS to access information and support that will help them to live their lives to the full.

What the role involves

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

- Volunteering at information events throughout the year
- Meeting, greeting and stewarding
- Assistance with roving mics during workshop sessions
- Providing general assistance during refreshment breaks
- Helping at registration desk for larger events
- Representing us positively
- Promoting the event and their involvement in it through various channels, including social media before, during and after the event

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

- Enthusiastic
- Approachable
- Personable

Desirable

- Able to learn and communicate our messages
- Effective communication and organisation skills

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:

Role specific training
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.

If you're supporting a National event the Conferences Team is here to support you in your role. Contact them by emailing conferenceadmin@mssociety.org.uk

If you're supporting a regional event your Regional Development Officer is here to support you in your role. Contact them by emailing S_SRegionalDevelopmentOfficers@mssociety.org.uk

If you're supporting a local event your Group Coordinator and Coordinating Team members are here to support you. They are responsible for leading the group, the group's finances, planning services and activities, making decisions and dealing with problems.

If your Group Coordinator isn't able to help, the Volunteer Support Team is the key staff contact for local groups: volunteersupport@mssociety.org.uk

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

Speaking to volunteers from other groups can be another source of support. This is something you could organise yourself or by attending meetings organised by the Volunteer Support Team which bring together other groups and volunteers. Upcoming workshops are posted on our volunteer website: volunteers.mssociety.org.uk/events

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

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

Download [Our Commitments](#) here.