



Administration Volunteer Volunteer Role Description

Across the UK, the MS Society delivers projects and services, either through our 250 local groups, or regional and national funding to support people affected by MS with a sense of belonging, unity and friendship.

Our Administration Volunteers are the linchpin for the successful delivery of those initiatives. 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 helping your local group, national or regional project, to run efficiently, so valuable services can be provided 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 MS Society Email and database accounts
- Booking venues for meetings and activities
- Ensuring other volunteers are aware of current agreements/activities
- Supporting the development of the group's/project's activity plan
- Supporting 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. **What you need for this role**

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.

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:

- 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 while 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 are volunteering within the Community Network group, in the first instance 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

For Administration Volunteers who are volunteering with a local or national project, the source of support is the person who recruited you to your role.

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

Speaking to volunteers from other projects or 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

Our Group Handbook offers guidance on the practices and procedure groups should follow: volunteers.mssociety.org.uk/group-handbook

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

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.