



# Volunteer User Panel Member Volunteer Role Description

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We're launching a new volunteering system to support volunteers to manage their volunteering journey at the MS Society.

Our new system will be the main interface for our volunteers to apply for new volunteering roles, track their volunteering activity, communicate with us, and access the information they need to fulfil their roles.

As a Volunteer User Panel Member you'll play an important role in ensuring that the MS Society's new Volunteer Management Solution (VMS) meets the needs of volunteers.

## What the role involves

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

- Understanding the various capabilities of the system
- Testing the capabilities of the new VMS and attending collaborative review sessions throughout the development of the system
- Providing feedback on how the system performs against the needs of our volunteers
- Advising on the rollout and training approach for MS Society volunteers

The panel will be made up of a total of 10 MS Society volunteers who fulfil a range of roles and carry out some of the following tasks within their day to day:

- Updating personal information and information related to volunteering activities
- Coordination of the activities of volunteer groups within the UK
- Communication with other volunteers
- Accessing volunteering information resources and tools
- Carrying out training on the Talent LMS system
- Recruiting for new volunteering roles and opportunities

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**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.

You can carry out this role from anywhere in the UK, including at home. We will support you in remote volunteering and in developing the skills you need for this role.

## What you need for this role

### Essential

- Excellent communication and interpersonal skills
- Ability to work collaboratively in a team environment and willingness to provide constructive feedback
- Good attention to detail, able to check and monitor information thoroughly
- Working knowledge and confidence using Microsoft Office, the internet and email
- An understanding of disability, equality, and inclusion practices
- Able to keep discussion confidential and people's personal data safe

### Desirable

- Enthusiasm to learn new systems, processes and problem-solving skills
- Flexibility to adapt and embrace change, new ways of working
- An understanding or interest in IT systems, technology and project management
- Desire to champion the project, taking ownership to train and work with other volunteers
- Passion for the MS Society's vision and willingness to contribute as a volunteer

### Time commitment

This role will start at the end of November and is expected to last between 8-12 months. The volunteer panel meetings will be held via Microsoft Teams every fortnight during daytime or evening, dependent on panel member's availability. These meetings will be approximately 2.5 hours in duration. We'll aim to give the panel as much notice as possible if meetings need to change, and we'll work with you to offer flexibility where possible.

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

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

<b>Role specific training</b>
Data protection eLearning

## 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.

In the first instance your staff contact is here to support you, answer questions about what you'll be doing, support with your learning and where you can get more information about your volunteering.

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](mailto:supportercare@mssociety.org.uk)

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

## 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.