

Recruitment pack

Information for applicants

For the role of:
IT Manager

Application closes: 9am, 20 July 2026
First round of interviews: 6 August 2026
Applications to: recruitment@mstrust.org.uk

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At a glance

Key information

Job role

IT Manager

Timescales

The closing date for applications for this role is **9am, 20 July 2026**.

First round of interviews will be held virtually on **6 August 2026**, with second interviews in person at our Letchworth office on **18 August 2026**.

How to apply

Please complete an application form and email it to **recruitment@mstrust.org.uk**

Please leave your application in **Microsoft Word format**.

See more information about the role on page 10 under 'Job description'

From the CEO

An exciting opportunity

Thank you for your interest in the role of IT Manager at MS Trust.

MS Trust is a UK charity which brings together expertise from every angle to help everyone feel more in control of their MS, today and every day. Through trusted information and compassionate support, the training of new MS healthcare professionals, and research rooted in real experience – we're here for every MS. Every day.

For more than 30 years, we've listened to the MS community. We know that from the moment of diagnosis, it can feel as though your sense of self has been taken away.

But when treatment and support are fragmented and unpredictable, life becomes even more challenging. At MS Trust we exist to give everyone living with MS the knowledge and confidence they need to feel more in control.

It's an exciting time to be joining MS Trust, we have just launched a new strategy and brand identity which puts people with MS firmly at the heart of what we do. The strategy focuses on three key priorities:

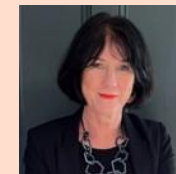
- Providing trusted information and support
- Driving excellence and equity in treatment and care
- Powering research rooted in real experience.

“
We provide trusted information to help people with MS live the best life possible
”

With this renewed focus, we are ready to support the MS community through their journey – for every MS, every day.

As Chief Executive I'm proud to work alongside passionate and talented colleagues on this amazing cause.

I would like to take this opportunity to invite you to make your own personal contribution to our challenge, and work with us to make a real difference every day to the lives of the 150,000 people living with multiple sclerosis in the UK.



Lucy Taylor
Chief Executive

About us

Here for everyone affected by MS

Around 135 people are diagnosed with multiple sclerosis every week in the UK. That's one person every two hours.

A diagnosis of MS can mean life suddenly becomes very unpredictable and control may feel like it has slipped away. Day to day life can start to feel very daunting, but when care and support are inconsistent too, the struggle only deepens.

MS Trust is here to change that. From our very beginnings, we've been driven by a belief that the way things are isn't the way they have to be.

When friends Chris and Jill decided enough was enough and that people living with MS needed to feel more in control of their condition, MS Trust was born. Ever since, we've been working to demystify MS, and provide the best and most relevant information to everyone living with MS, whatever it looks like for them.

Today, we bring more parts of MS expertise and support together than ever.

“
MS Trust is here for everyone affected by MS, from the moment of diagnosis and throughout their journey.
”





135

people are diagnosed with multiple sclerosis every week in the UK.

“

We support and train MS health professionals and fund MS specialist nurses and Advanced MS Champions across the UK.

”

Trusted support and information – We are committed to providing the best possible information and support to help people navigate their life with MS. Through our website, publications, and helpline, we are here every day to give the support needed.

Quality support and treatment – We drive excellence and consistency in treatment and support. From our education programmes and Conference to the placement of health professionals, we work to ensure everyone living with MS has access to the support they need.

Conducting vital research into MS – We drive research into the issues that matter most —whether that’s symptom management or better care. We listen to the MS community and work with leading researchers, to ensure results are translated into positive action improving daily life.

Expertise from every angle. For every MS. For every day.

Our Values

At MS Trust we place people with MS at the heart of everything we do. They shape and guide our work, and our team embodies the values that we hold.

Credible: We ground our work in evidence, expertise and professionalism. We communicate clearly, honour commitments, and act with integrity to earn the confidence of people with MS, their families, carers and healthcare professionals across the MS community.

Curious: We embrace learning, challenge assumptions and seek new ways of making a positive difference. Staying curious, open-minded and adaptable, we transform services, value diverse perspectives and encourage innovation so we remain relevant and look ahead with confidence.

Caring: People with MS are at the heart of what we do, treating everyone with kindness, respect and empathy. We listen, support, guide and create an inclusive environment. We consider how our actions impact those with MS and people around them everyday.

Our Team

We are a small and friendly team of around 35 staff and a growing number of volunteers. In our March 2025 staff survey, 83% of staff said they would recommend MS Trust as a good place to work.

The top three things our staff like about working at MS Trust are:

- Their colleagues and the team spirit
- Making a difference for people with MS
- The challenge and variety of the work

Our survey also revealed that:

90% of our staff said they would work with their line manager again.

93% said that they worked in a suitable environment – whether at home or in the office.

86% said they both enjoyed their work and feel it plays to their strengths.

Join us at MS Trust and make a real difference to people living with MS every day.



“
We are in a position to make a difference for people with MS. The charity is small enough for my personal impact to matter
”

Benefits

Working with us

We offer a range of benefits to employees:

Annual leave

You will start with 25 days (28 days for manager roles) of annual leave, plus bank holidays. This increases by one day for each year of service up to a maximum of 30 days (pro rata for part time employees).

Death in Service

We offer a tax-free death in service benefit of four times your basic salary, should the unthinkable happen and you die while in our employment (subject to age limit).

Hybrid working

We offer hybrid working to all employees, with most roles subject to a minimum of one day a week in our offices in Letchworth.

Company pension

Company pension with enhanced employer contribution of 5% once employees have completed their probationary period. A salary sacrifice scheme is available.

Enhanced maternity, paternity and adoption pay

We offer 12 weeks fully paid maternity, paternity and adoption leave.

Supportive culture

At our last employee engagement survey, 97% of respondents said that the Trust enabled them to manage their work and personal lives.

How to apply

Completing your application

Please complete an application form and email it to recruitment@mstrust.org.uk

Please send your application **Microsoft Word format.**

Our Location

Spirella Building
Letchworth Garden City
SG6 4ET

Timescales

The closing date for applications for this role is 9am, **20 July 2026.**

First round of interviews will be held virtually on **6 August 2026**, with second interviews in person at our Letchworth office on **18 August 2026.**

Selection process

Shortlisting of applications will be based on the information supplied in the application form using the selection criteria in the person specification.

We are an equal opportunities employer. Our recruitment process is designed to prevent discrimination due to unconscious bias and promote equality, diversity and inclusion.

Shortlisted candidates will be invited to interview. We will not contact you if you have been unsuccessful at the application stage, and if you have not heard from us within two weeks of the closing date for applications, you should assume you have been unsuccessful.

Job description

IT Manager

At MS Trust people with MS and their families are at the heart of everything we do.

Reports to

Director of Finance & Operations

Salary

£18,484 – £25,878 (pro rata); FTE (35 hrs per week): £43,131

Hours

15 – 21 per week (over three days)

Location

Hybrid – one day per week in our Letchworth Office

Managing the information technology needed MS Trust in order to fulfill our mission to bring together expertise from every angle to help everyone feel more in control of their MS today and every day.

The role is responsible for ensuring that the Trust's technology, systems, suppliers and security controls are effective, proportionate, resilient, and good value-for-money. This includes oversight of hardware, software, Microsoft 365, telephony, external IT providers, cyber security, business continuity considerations, staff training and practical support.

The role combines hands-on operational IT management with support to organisation-wide technology leadership, helping colleagues use technology safely, confidently and effectively. It also provides advice on technology risk, information security, system resilience, supplier assurance and the safe use of emerging tools such as artificial intelligence (AI).

The role involves close collaboration with employees across the Trust and includes coaching, training and support to help staff get the best from the systems available to them.



Principal accountabilities

The role will involve a number of tasks and accountabilities including but not limited to:

IT strategy, governance and value for money

- Develop and maintain a practical IT roadmap aligned with the Trust's strategy, operational needs, budget and risk appetite.
- Manage the IT budget, software renewals, licensing, procurement and supplier costs to provide good value for money.
- Provide clear advice to senior colleagues on technology risk, opportunities, priorities and trade-offs.
- Support effective governance of technology decisions, ensuring changes are proportionate, documented and aligned with

- Help the Trust make informed decisions about the safe, practical and cost-effective use of emerging technologies, including artificial intelligence.

IT operations, systems and supplier management

- Oversee the acquisition, renewal, maintenance and replacement of IT hardware, software, licences and related services.
- Manage the setup, change and removal of user accounts, devices and access permissions, working with external IT support where appropriate.
- Maintain effective relationships with external IT providers, ensuring support arrangements, service quality, renewals and escalation routes are clear.

- Maintain oversight of key technology platforms and services, including Microsoft 365, telephony, endpoint devices, printing and backup arrangements.

- Support the effective operation of systems used by key teams, including the Helpline, Finance and Operations, Fundraising, Data, Digital, and Communications, Marketing & Health Information teams.

- Identify recurring IT issues, risks or inefficiencies and work with colleagues and suppliers to resolve underlying causes rather than only treating symptoms

Cyber security, resilience and business continuity

- Lead the Trust's approach to cyber security good practice, working with external providers and senior colleagues to manage technology-related security risks

Principal accountabilities

cont.

- Maintain oversight of core security controls, including device security, identity and access management, multi-factor authentication, backup arrangements, email security and endpoint protection.
- Support the development, maintenance and testing of business continuity and disaster recovery arrangements for critical technology services.
- Help identify and manage technology-related risks, including cyber incidents, supplier failure, unauthorised access, data loss, service disruption and insecure working practices.
- Promote good security behaviours across the Trust through staff guidance, awareness activities and practical support.
- Coordinate cyber security preparedness activities, such as cyber exercises, incident response reviews

- Support reporting to senior leadership and trustees on cyber security, technology resilience, business continuity and related areas of assurance.
- Manage the Trust's compliance with standards expected from Cyber Essentials.

Microsoft 365, staff capability and practical support

- Lead the effective, secure and consistent use of Microsoft 365 tools across the Trust, including Teams, SharePoint, OneDrive, Outlook and related services.
- Provide practical training, guidance and coaching to help staff use IT systems safely, confidently and effectively.
- Support new starters with IT induction, including access to systems, security expectations and appropriate use of Trust technology.

- Provide practical support for virtual and hybrid working, including meetings, collaboration tools and Board or trustee-related technology needs.
- Help colleagues understand and follow good practice for passwords, passkeys, multi-factor authentication, device compliance, file storage and information sharing.
- Work with teams to identify where better use of existing technology could reduce manual effort, improve consistency or support more effective ways of working.

Policies, documentation and continuous improvement

- Maintain and update IT and information security policies, procedures and guidance, ensuring they remain practical, proportionate and understood by staff.

Principal accountabilities

cont.

- Keep up to date with relevant developments in IT, cyber security, Microsoft 365 and emerging technology, applying these appropriately within the Trust's key IT processes, systems, suppliers, access arrangements and support procedures.
- Work with colleagues to improve the clarity, consistency and ownership of technology-related processes across the Trust.
- Support reviews of technology-related risks, controls and improvement actions, including those linked to cyber security, business continuity, supplier management and staff working practices.
- Identify opportunities to simplify processes, reduce duplication, improve user experience and make better use of existing systems.
- Keep up to date with relevant developments in IT, cyber security, Microsoft 365 and emerging technology, applying these appropriately within the Trust's

The list of duties in this job description is not intended to be complete but is expected to act as a guide to main areas of key responsibilities.

Key relationships (internal)

The post holder will be expected to work with others as shown below:

Internal	Nature	Internal	Nature
Finance and Operations Director	Reporting to and working with the Director of Finance and Operations to manage the Trust’s technology needs, IT budget, supplier arrangements, cyber security, resilience and technology-related risk.	Database Manager	Working together where IT systems, access, security, Microsoft 365, suppliers or technical controls affect data management. The Database Manager retains responsibility for data management and related data governance activities
Finance and Operations colleagues	Working together to manage budgets, procurement, expenditure, supplier payments, office systems and practical operational needs	Helpline Manager	Supporting the Helpline Team by helping ensure that telephony, core systems and related technology are reliable, secure and suitable for service delivery
Head of Strategic Projects	Supporting the IT aspects of strategic projects, including systems, suppliers, implementation planning, risks, access, security and change considerations.	Head of Communications, Marketing & Health Information	Supporting the Communications, Marketing & Health Information Teams where technology platforms, access, file storage, collaboration tools or supplier arrangements affect the creation, management or publication of imagery, video or health information resources.
Head of Digital and Innovation	Working together where websites, digital tools, analytics, integrations or online services depend on IT systems, suppliers, security, access or technical support. Digital ownership remains with the Digital team.	All employees	Providing guidance, training and practical support to help staff use

Key relationships (external)

The post holder will be expected to work with others as shown below:

External	Nature
External IT support provider	Managing the relationship with the Trust's external IT support provider, including day-to-day support, service quality, escalation routes, security controls, device management, user administration and improvement actions.
Technology and software suppliers	Working with suppliers of core systems, software, hardware, telephony, backup, security and collaboration tools to manage renewals, support arrangements, costs, risks and service continuity.
Cyber security and assurance providers	Working with external cyber security, certification or assurance providers where required to support security reviews, cyber preparedness, certification activity, incident response planning or remediation work

External	Nature
Telephony and helpline technology providers	Working with providers of telephone and related communication systems to support reliable operation of the Helpline and other key services.

Person specification

Area	Essential	Desirable
Qualification level and subject, experience and background	<ul style="list-style-type: none"> • Experience managing IT services, systems or technology support in a small or medium-sized organisation. • Experience working with external IT providers, software suppliers or technology partners. • Experience supporting staff with IT systems, tools, access, devices and practical technology issues. • Evidence of continuous professional development in IT, cyber security, Microsoft 365 or related areas. • Ability to work independently, prioritise competing demands and make proportionate decisions in a part-time role 	<ul style="list-style-type: none"> • Experience working in a charity, healthcare, social care, membership, fundraising or other sensitive-data environment. • Experience supporting cyber security improvement, business continuity planning, information security policies or assurance activity. • Experience managing IT budgets, software renewals, supplier contracts or technology procurement.
Specific knowledge and skills	<ul style="list-style-type: none"> • Strong working knowledge of Microsoft 365 administration, including Outlook, Teams, SharePoint, OneDrive, users, groups, licences, permissions and core security settings. • Good understanding of cyber security good practice, including access control, multi-factor authentication, device security, email security, backup and incident preparedness. • Ability to understand and manage user access, permissions, devices, licences and supplier-supported systems. • Ability to document processes, guidance, risks and decisions clearly for both technical and non-technical audiences. • Ability to learn new systems quickly and understand how they are used in practice by different teams 	<ul style="list-style-type: none"> • Knowledge of multiple sclerosis or willingness to develop an understanding of the needs of people with MS. • Understanding of CRM, fundraising, helpline, telephony or case-management systems. • Awareness of business continuity, disaster recovery and supplier resilience principles. • Awareness of safe and proportionate use of artificial intelligence and automation tools in a workplace setting.
Experience	<ul style="list-style-type: none"> • Experience providing practical IT support, guidance or training to staff with different levels of technical confidence. 	<ul style="list-style-type: none"> • Experience supporting technology change in a small charity, healthcare, membership or service-delivery organisation

Person specification cont.

Area	Essential	Desirable
Experience cont.	<ul style="list-style-type: none"> • Experience helping colleagues adopt new systems, tools, processes or ways of working. • Experience troubleshooting IT issues and working with suppliers or support providers to resolve problems. • Experience improving IT processes, documentation, guidance or user support arrangements. • Experience balancing day-to-day operational support with longer-term improvement work. 	<ul style="list-style-type: none"> • Experience supporting hybrid working, virtual meetings, trustee or Board technology needs. • Experience contributing to cyber security awareness, incident preparedness or technology risk management.
Personal attributes	<ul style="list-style-type: none"> • Commitment to equity, diversity and inclusion, and to the values and mission of the MS Trust. • Practical, proportionate and solution-focused approach to technology, risk and problem solving. • Sound judgement, including the ability to balance security, usability, cost, risk and organisational capacity. • Willingness to keep up to date with relevant developments in IT, cyber security, Microsoft 365 and emerging technology. • Patient and supportive approach when helping colleagues with different levels of technical confidence. • Ability to work independently while knowing when to escalate issues, seek advice or involve senior colleagues. • Ability to work collaboratively and part of project teams to deliver organisational objectives. 	<ul style="list-style-type: none"> • Passion for the charity sector. • Interest in how technology can improve the experience of staff, volunteers, supporters and people with MS.
Communication and Interpersonal skills		

Person specification cont.

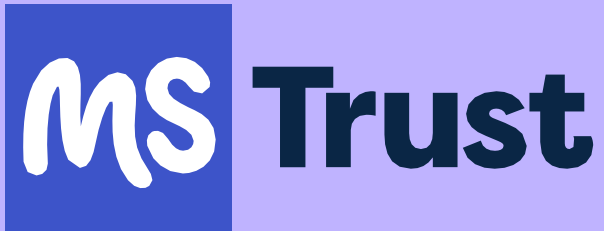
Area	Essential	Desirable
Communication and Interpersonal skills	<ul style="list-style-type: none"> • Ability to communicate clearly and confidently with colleagues, senior leaders, trustees, suppliers and external partners. • Ability to explain technical, cyber security and system-related issues in plain English for non-technical audiences. • Ability to listen carefully, understand user needs and provide practical, proportionate advice. • Ability to build trust with colleagues and support positive technology adoption across the Trust. • Ability to challenge constructively where technology, security, supplier or resilience risks need to be addressed. • Ability to produce clear written guidance, documentation, reports and recommendations. 	<ul style="list-style-type: none"> • Experience communicating technology or cyber security issues to senior leadership, committees or trustees.
Organisational skills	<ul style="list-style-type: none"> • Proven organisational skills, including the ability to work autonomously, prioritise competing demands and meet deadlines. • Ability to balance day-to-day support needs with longer-term improvement, risk reduction and planning work. • High attention to detail, especially in relation to access, security, documentation, suppliers and system changes. • Ability to manage multiple pieces of work across different teams, suppliers and systems. • Ability to identify, lead and implement practical change in a positive and proportionate way. • Ability to maintain clear records of decisions, actions, risks, renewals, supplier arrangements and key IT processes. • Ability to remain calm and effective when responding to urgent IT, supplier, cyber security or service continuity issues. 	

Person specification cont.

Area	Essential	Desirable
IT skills	<ul style="list-style-type: none"> • Strong practical IT skills, including confident use and administration of Microsoft 365 tools such as Outlook, Teams, SharePoint, OneDrive and related services. • Experience managing or supporting user accounts, permissions, devices, software licences and access to business systems. • Experience supporting endpoint devices, printers, telephony, collaboration tools and hybrid working arrangements. • Ability to troubleshoot common IT issues and work effectively with external IT support where escalation is needed. • Ability to use IT systems to maintain clear records, track actions, manage suppliers and support effective reporting. • Understanding of safe file storage, information sharing, device compliance and appropriate use of organisational systems. 	<ul style="list-style-type: none"> • Experience with CRM databases, fundraising systems, email marketing platforms or similar business systems. • Experience with Microsoft Intune, device management, endpoint security, backup tools or cyber security platforms. • Experience supporting Teams, Zoom or other virtual meeting platforms for staff, senior leadership, Board or trustee meetings. • Experience or interest in Microsoft Power Platform tools, such as Power Automate, and Microsoft Copilot, particularly where these can help improve everyday productivity, reduce manual effort or support safer and more consistent ways of working

Person specification cont.

Area	Essential	Desirable
Team working	<ul style="list-style-type: none"> • Ability to build and maintain strong working relationships with colleagues, senior leaders, trustees, suppliers and external contacts. • Ability to work collaboratively across teams while respecting the ownership and responsibilities of other roles. • Ability to influence positively without direct line management authority. • Ability to support colleagues patiently and constructively, including those with varying levels of technical confidence. • Ability to work with external providers as part of a wider team to deliver reliable, secure and effective IT services. 	
Location	<ul style="list-style-type: none"> • Based within reasonable travelling distance of Letchworth Garden City, with hybrid working. • Expected to spend at least one day per week in the office, and additional time on site where needed for staff support, device management, supplier visits, meetings or business continuity requirements. 	



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