

Recruitment pack

Information for applicants

For the role of:
**Clinical Advisor –
Health information**

Application closes: 17 August 2026 @ 9.00am

First round of interviews: 26 August 2026

Applications to: recruitment@mstrust.org.uk

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At a glance

Key information

Job role

Clinical Advisor – Health Information

Timescales

The closing date for applications for this role is **17 August 2026 at 9.00am.**

First round of interviews will be held virtually on **26 August 2026.** with second interviews in person at our Letchworth office on **3 September 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'

An exciting opportunity

Thank you for your interest in the role of Clinical Advisor –Health Information 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 join 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:

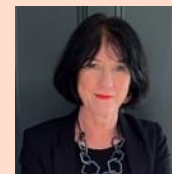
- Providing trusted information and support
- Driving excellence and equity in treatment and care
- Powering research rooted in real experience.

“
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

17 August 2026 at 9.00 am

First round of interviews will be held virtually on **26 August 2026**, with second interviews in person at our Letchworth office on **03 September 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

Clinical Advisor

– Health Information

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

Reports to

Head of Comms, Marketing and Health Information

Salary

£56,720 pro rata

Hours

One to two days per week

Location

Hybrid

Our purpose is to give everyone living with MS the knowledge and confidence they need to feel more in control of their MS today and every day.

Delivering high-quality health information and support for people living with and affected by MS is one of our core strategic priorities.

As a practicing health professional within the field of multiple sclerosis, the Clinical Advisor will play a vital role in ensuring the quality, safety, credibility and accuracy of our health information.

This role will bridge clinical expertise and service delivery, helping to ensure that all health information is accurate and aligns with latest best practice, regulatory standards, and our mission.



Principal accountabilities

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

- Review health information in different formats such as printed, video or web pages, to ensure clinical accuracy, suitable reference usage, consistency, and compliance with best practice standards.
- Identify risks, inconsistencies, or areas for improvement and provide clear recommendations.
- Ensure health information reflects up-to-date clinical evidence, national guidance (e.g. NICE), and safeguarding standards.
- Develop, review and update health information to ensure accuracy, relevance and adherence to brand guidelines. This may include website pages, printed publications and other digital formats.
- Contribute to the development and review of clinical guidelines, protocols, and policies within MS Trust.
- Highlight clinical risks and escalate concerns appropriately.
- Provide expert advice and feedback to non-clinical teams.
- Support training and knowledge sharing across the organisation.
- Respond to emails from the team requesting clinical input in a timely manner with appropriate advice.
- Maintain professional registration with appropriate body to ensure ongoing up to date knowledge.
- When required, suggest additional professional contacts with expertise in particular areas who may be able to review content within a specific field.
- 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

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

Internal	Nature
Head of Marketing, Communications and Health Information	Reporting in to and working together to deliver the health information and communications plan for the organisation.
Health Information Manager	Working closely together to review and develop health information in a timely manner and in line with project plans.
Director of Services and Health Professional Lead	Sharing expertise and intelligence on emerging clinical, service and community priorities to ensure health information reflects the needs of people affected by MS.
Comms and marketing team	Working together to review any external communications with medical content before they are published.

Internal	Nature
Helpline team	Provide agreed support and advice to the helpline team during periods of leave or absence of the Head of Research and Engagement.
Healthcare professionals	Utilising internal healthcare professional experience to support the development and delivery of trusted, credible information.

External	Nature
Healthcare professionals	Sourcing specific expertise from health professionals as required to support with the development and delivery of trusted, credible health information.

Person specification

Area	Essential	Desirable
Specific knowledge and skills	• Ability to translate and communicate complex information into clear and accessible language for people with MS • Knowledge of relevant national guidelines (e.g. NICE, NHS frameworks) • Medicines management experience. • Ability to apply professional clinical judgement to complex or contentious issues where evidence is limited, evolving or conflicting.	• Experience reviewing health information particularly within a charity environment • Experience developing, reviewing or quality assuring patient facing health information.
Experience	• Registered general nurse or qualified doctor. • Significant clinical experience within the field of multiple sclerosis • Strong understanding of clinical governance, safeguarding and quality assurance.	
Personal attributes	• A commitment to equal opportunities • A commitment to supporting people living with MS.	• A passion for the charity sector

Person specification

Area	Essential	Desirable
Communication and interpersonal skills	• Ability to communicate and liaise effectively, both in person and via telephone or email with colleagues at a range of levels and disciplines	
Organisational skills	• High attention to detail and accuracy. • Proven organisational skills, with the ability to work independently, manage competing priorities and effectively coordinate multiple tasks to meet deadlines. • Ability to be flexible, respond positively to change and work well under pressure	• Excellent IT skills including Microsoft Office packages including Teams, Outlook and Word.
IT Skills	• Excellent IT skills including Microsoft Office packages including Teams, Outlook and Word.	
Team working	• Good team working skills and the ability to build and maintain working relationships with colleagues and external contacts. •	
Location	• MS Trust is based in Letchworth Garden City but this is a home-based role which will involve occasional travel for in-person meetings.	



Apply today

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**Clinical Advisor –
Health Information**

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