

Recruitment pack

Information for applicants

For the role of:
Head of Research and Engagement

Application closes: 1 September 2026 at 9.00am
First round of interviews: 17 September 2026
Applications to: recruitment@mstrust.org.uk

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At a glance

Key information

Job role

Head of Research and Engagement

Permanent · 21 hours/week

Reports to: Director of Services

Budget: £100,000

Timescales

Application closing date:

1 September 2026 at 9.00am

First round interviews:

17 September 2026 (virtual).

Second interviews:

**23 September 2026 (in person
at Letchworth office).**

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 Head of Research and Engagement 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 the 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 the 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:

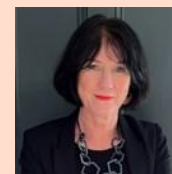
- Providing trusted information and support
- Driving excellence and equity in treatment and care
- Powering research rooted in real experience.

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

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

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
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.

The 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, the 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.

“

The 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 the 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.

Our Team

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

The top three things our staff like about working at the 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 the 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).

Company pension

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

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).

Enhanced maternity, paternity and adoption pay

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

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.

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 in Microsoft Word format.

Our Location

Spirella Building
Letchworth Garden City
SG6 4ET

Timescales

Closing date:

1 September 2026 at 9.00am.

First round interviews:

17 September 2026 (virtual)

Second interviews:

23 September 2026 (In person at our Letchworth office)

Selection process

Shortlisting will be based on the information supplied in the application form, assessed against the person specification.

Shortlisted candidates will be invited to interview. If you have not heard from us within four weeks of the closing date, please assume your application has not been successful.

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

Job description

Head of Research and Engagement

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

Reports to

Director of Services

Responsible for

Research Grants Consultant; Helpline; Mapping and Grants Committees

Hours / contract

21 hours/week · Permanent

Location

Letchworth 1 day/week; hybrid working

Salary / budget

Salary £34,032 for 3 days/week
£100,000 budget

Job purpose

Lead and oversee research grants, MS service mapping, supported research and the Helpline.

Ensure safe, consistent delivery with clear governance, timelines and engagement.

Strategic contribution

Set priorities with the Director of Services, line manage key roles and drive progress.

Work with Communications to disseminate findings clearly, accurately and accessibly.



Principal accountabilities

Leadership & planning

- Line manage research and Helpline roles.
- Develop annual plans, objectives and KPIs.
- Contribute to strategy and service development.

• Governance & delivery

- Manage budget planning and variances.
- Oversee grants processes, panels and ethics.
- Maintain safe Helpline pathways and safeguarding.

• Engagement & impact

- Ensure high-quality, person-centred outputs.
- Coordinate messaging and dissemination.
- Represent MS Trust with NHS, NICE and BJNN.

Key relationships

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

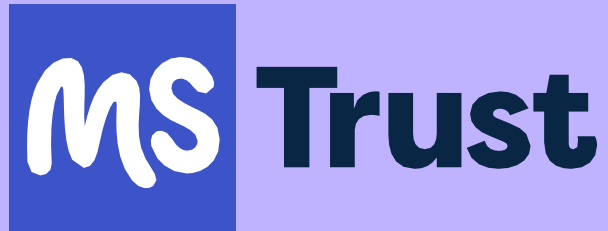
Internal	Nature	External	Nature
CEO / Director of Services	Topical briefings; line management; deputise.	Health professionals / NHS	Research input and influencing support.
Heads / staff	Cross-organisational leadership and working.	NICE	Appraisals, consultations, liaison and guidance.
Research & Helpline reports	Line management, 1:1s, advice and support.	BJNN	Share learning and disseminate findings.
Comms / Fundraising / Finance	Dissemination, bid input and budget control.	Pharma / MS arena	Engagement projects; represent MS Trust.

Person specification

Requirement	Essential	Desirable
Education	Qualified, experienced neurology healthcare professional.	Further postgraduate qualifications, incl. research and academia.
Healthcare evaluation	NHS knowledge; health-professional working; research/evaluation/improvement delivery.	NHS work experience.
Communication	Wide stakeholder communication; NHS/Social Services; public speaking.	Report writing; published author.
Leadership / finance	Successful team leadership; budget planning and reporting.	Commercial experience.
Project management	Develop new projects; manage competing priorities independently.	Formal project-management training.

Person specification (continued)

Requirement	Essential	Desirable
Data & analysis	Quantitative and qualitative methods; surveys; basic statistics.	CRM experience; health-service research.
Business cases	Experience developing successful business cases.	Commercial experience.
Research / grants	Lead strategy, grant governance, mapping surveys and dissemination.	Further research experience.
Helpline governance	Oversight of safe procedures, pathways and safeguarding.	—
Location / travel	Hybrid; Letchworth min. 1 day/week; UK and overnight travel when needed.	—



Apply today

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