

Recruitment pack

Information for applicants

For the role of:
Senior Health Information Officer

Application closes: 11th August 2026 at 9:00 am

First round of interviews: 25th August 2026

Applications to: recruitment@mstrust.org.uk

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At a glance

Key information

Job role

Senior Health Information Officer

Timescales

The closing date for applications for this role is **11th August 2026 (09.00 am)**

First round of interviews will be held virtually on **25th August 2026**, with second interviews in person at our Letchworth office on **1st 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'

From the CEO

An exciting opportunity

Thank you for your interest in the role of Senior Health Information Officer at MS Trust.

The 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:

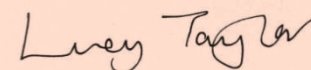
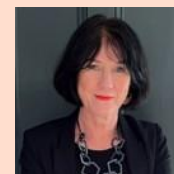
- Providing trusted information and support
- Driving excellence and equity in treatment and care
- Powering research rooted in real experience.

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.

A handwritten signature in black ink that reads "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 are at the heart of everything we do. They shape and guide our work, and our team embodies the values that we hold.

Expert: We use our expertise to empower people with MS, giving them the knowledge and confidence to take control of their lives. We do this through our services – including our helpline and website – and by supporting, training, and funding the health professionals who care for them.

Caring: We treat everyone with kindness, respect, and compassion. We value and celebrate diversity, and we are committed to empowering people by recognising and appreciating what makes each individual unique.

Trusted: We never take for granted the trust that people with MS and their communities place in us. Every day, we work hard to honour that trust.

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 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 **Microsoft Word format.**

Our Location

Spirella Building
Letchworth Garden City
SG6 4ET

Timescales

The closing date for applications for this role is

11th August 2026 (9.00am)

First round of interviews will be held virtually on **25th August 2026**, with second interviews in person at our Letchworth office on **1st 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

JOB TITLE: SENIOR HEALTH INFORMATION OFFICER

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

Reports to

**HEALTH INFORMATION
MANAGER**

Salary

£20,703 pro rata (FTE
£34,505)

Hours

21 hours per week

Location

Hybrid – one day per week in
our Letchworth Office

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.

This role is a fixed term contract of one year to support the Health Information Team to develop and maintain a range of digital and print resources for people with MS, their families/carers and healthcare professionals. The postholder will also support the delivery of priority health information projects in our business plan.



Principal accountabilities

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

Content management and maintenance

- Regularly develop, review and update health information across formats to ensure accuracy, relevance and adherence to brand guidelines.
- Translate complex health information into clear, concise and accessible language for diverse audiences.
- Apply data driven decisions to updating existing information
- Support the Health Information Manager in the delivery of the health information content plan.

Content management and maintenance continued

- Follow procedures and processes for producing information in line with PIF TICK standards.
- Lead the development and delivery of specific health information projects as required

Collaboration and Communication

- Work closely with healthcare professionals, service users and internal teams to gather insights and ensure information accuracy.
- Collaborate with the Communications and Marketing team to develop and embed content across formats, including our podcast and to promote updated information.
- Attend and contribute to cross organisational planning sessions

Evaluation and improvement

- Build and maintain a high knowledge on multiple sclerosis, its symptoms and the impact it has on people's lives.
- Monitor and analyse health information performance using analytics tools. Identify potential content gaps or opportunities to develop or improve existing content or accessibility.
- Gather feedback from people with MS to evaluate the effectiveness of information resources.
- Build and maintain knowledge of best practice in information provision to people with MS, family and caregiver audiences.

Key relationships

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

Internal	Nature
Health Information Manager	Reporting in to and working together to deliver the health information plan and projects to budget and timescales
Communications and Marketing team	Working together to agree plan to disseminate health information across our community
Clinical Advisor Health Information	Working alongside to ensure clinical accuracy of health information
Head of Digital	Working together on the delivery of health information to our audiences via the website, shop, email and digital channels
Database and IT Managers	Supporting data compliance and communication activities such as email
Fundraising and Services colleagues	Ensuring the health information needs of colleagues across the organisation are met.
Finance and Operations colleagues	Working together to manage budgets and expenditure

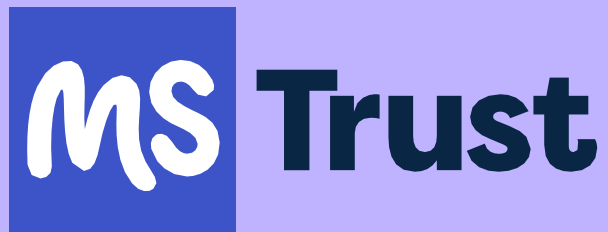
External	Nature
Digital agencies	Working with digital agencies and suppliers supporting the website, SEO and shop platform
People who live with MS	Ensuring that people who live with MS are involved in the development and delivery of health information
Healthcare professionals	Ensuring that health professionals are involved in the development and delivery of trusted, credible health information

Person specification

Area	Essential	Desirable
Specific knowledge and skills	• Excellent writing, editing and proofreading skills • Ability to translate complex language into clear and accessible language • Knowledge of relevant national guidelines (e.g. NICE, NHS frameworks) • Ability to monitor and report on the performance of content and apply learnings • Understanding data, SEO practices and how it can drive engagement with people with MS and potential supporters	• Knowledge of multiple sclerosis
Experience	• Experience and background in the development and delivery of health information • Evidence of continuous professional development	• Experience of working within a health charity • Project management experience
Personal attributes	• A commitment to equal opportunities	• 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/email with colleagues at a range of levels and disciplines, as well as suppliers, service users, volunteers, supporters and members of the public - High attention to detail and accuracy	
Organisational skills	- Proven organisational skills, including the ability to work autonomously, prioritise and balance many concurrent tasks and organise work effectively to meet deadlines - Ability to be flexible, respond positively to change and work well under pressure	
IT skills	Excellent IT skills including Content Management Systems, Microsoft Office packages and experience of CRM databases and email service providers	Experience of video meetings such as Teams and Zoom
Team working	Good team working skills and the ability to build and maintain working relationships with colleagues and external contacts	
Location	This post is based in Letchworth Garden City with hybrid working from home. Expectation is to spend one day in the officer per week	



Apply today

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SENIOR HEALTH INFORMATION OFFICER

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2026

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