

Recruitment pack

Information for applicants

For the role of:
Fundraising Officer

Application closes: 14 September 2026 at 9am

First round of interviews: 22/23 September 2026

Applications to: recruitment@mstrust.org.uk

Contents

At a glance – key information	3
Letter from the Chief Executive	4
About us	5
Working at the MS Trust	8
How to apply	9
Job description	10

At a glance

Key information

Job role

Fundraising Officer

Timescales

The closing date for applications for this role is
14 September 2026 at 9am.

First round of interviews will be held virtually
22/23 September 2026.

Second round of interviews will be held at our offices
29 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 Fundraising Officer at the 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:

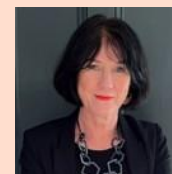
- Providing trusted information and support
- Driving excellence and equity in treatment and care
- Powering research rooted in real experience.

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.



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.

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 **14 September 2026 at 9am.**

First round of interviews will be held virtually **22/23 September 2026.**

Second round of interviews will be held at our Letchworth Garden City office on **29 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

Fundraising Officer

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

Reports to

Events & Community Fundraising Manager

Salary

£28,360 per annum

Hours

35 per week

Location

Hybrid – one day per week in our Letchworth Office

The Fundraising Officer plays an important role within the Fundraising Team, leading the delivery of a portfolio of community fundraising campaigns and smaller-scale events, while supporting the delivery of key flagship events such as the London Marathon.

Working closely with the Events & Community Fundraising Manager and the rest of the Events & Community Team, the postholder will plan and deliver allocated campaigns, ensuring activities are delivered on time, within budget and to agreed income targets. The role is responsible for providing high-quality supporter stewardship and maintaining strong relationships with fundraisers to maximise income and supporter satisfaction.

The Fundraising Officer will contribute to income growth as part of the overarching portfolio and identify opportunities to enhance engagement and improve campaign performance. Strong organisational skills, attention to detail and the ability to manage multiple priorities are essential.



Principal accountabilities

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

- Deliver fundraising events and campaigns on time and within budget.
- Maintain accurate records of all events, income, expenditure, supporter interactions and correspondence on the database.
- Build and steward long term relationships with supporters, providing excellent engagement and motivation to maximise their fundraising impact and retain them for future activity.
- Attract new supporters through a planned programme of events and campaigns to grow annual income.
- Represent MS Trust at external events, presenting professionally and engagingly.
- Analyse the performance of events and campaigns, reporting insights to the Events & Community Fundraising Manager to inform future strategy.
- Collaborate with colleagues across MS Trust to ensure effective promotion of key fundraising activity.
- Develop strong relationships with third party event organisers and suppliers.
- Monitor sector trends and competitor activity, incorporating best practice into event planning.

Key relationships

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

Internal	Nature
Events & Community Fundraising Manager	Reporting to, agreeing plans and objectives, providing support, and working together to deliver the events and community fundraising plan.
Head of Fundraising & wider Fundraising team	Share ideas, contacts and work collaboratively with, to achieve the broader fundraising strategy.
Communications & Marketing team	Coordinate communication and marketing activities for areas of responsibility, to ensure widest possible audience reach.
Head of Digital & Database Manager	Supporting data accuracy, compliance and communication activities such as email and website content.
Finance & Operations team	Ensure they are aware of income to be received, campaigns, new events, and restricted income. Work with to ensure timely allocation of funds.

External	Nature
Supporters	Develop and maintain relationships with new and existing supporters, by providing excellent stewardship and new opportunities.
People Living with MS	Ensure their voices and experiences are reflected sensitively and authentically in fundraising activity.
Third-party platforms & agencies	Manage relationships with suppliers to deliver effective campaigns and ensure value for money.
Event companies	Liaise with on individual events and management of the relationship.

Person specification

Area	Essential	Desirable
Qualification level and subject, experience and background	• Experience of working in an office environment • Events management experience	• Events Fundraising or Community Fundraising experience
Specific knowledge and skills	• Experience of managing relationships with third party event organisers or agencies	• Experience of the charity sector (through either employment or volunteer role) • Knowledge of multiple sclerosis or an understanding of the issues experienced by people living with long term health issues in the UK • Experience of monitoring income and expenditure against budget
Personal attributes	• Excellent communication skills, both written and verbal • Good interpersonal skills, able to build rapport quickly with supporters • A proactive approach, able to respond positively to change and work well under pressure • A commitment to inclusive working, ensuring equity and valuing diversity	

Person specification

Area	Essential	Desirable
Organisational skills	• Strong organisational and project management skills, including the ability to plan, prioritise, balance many concurrent tasks and organise work effectively to meet deadlines • Excellent attention to detail	
IT skills	• Experienced user of Microsoft Office including Outlook, Excel, Word and Teams • Familiarity with email marketing platforms (e.g. Dotdigital) and basic CMS web editing	• Experience using Canva or similar design tools • Experienced user of a CRM system/fundraising database (preferably Raisers Edge) • Experience of using email platforms when sending marketing or group emails
Team working	• Able to work flexibly both as part of a team, and on a one-to-one basis • Self-motivated, you will be comfortable working to tight deadlines, on your own initiative • Willing to work flexibly in style and approach. There will be occasional evening and weekend activities (time off in lieu given)	• Ability to travel to events as required (driving licence and car desirable)



Apply today

The role of:
Fundraising Officer

Application closes: 14 September 2026 at 9am

First round of interviews: 22/23 September 2026

Application to: recruitment@mstrust.org.uk

