**Position Description**

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| **Job title:** | Information Officer |
| **Status :** | Permanent Full Time (35hrs per week) |
| **Location:** | Flexible |
| **Role purpose:** | The role will:   * Support the development and updating of information resources across a range of medium, e.g. printed materials, social media, webinar, information repository, etc. * Review and update the information content for MS Ireland’s website to ensure accuracy and relevance. * Be responsible for the production of MS News and the monthly E-zine. * Respond to information requests via the information line,, email and social media platforms. |
| **Reports to:** | Services Development Manager |

**KEY RESULT AREAS:**

1. To respond to the MS Information Line (1850 233 233) calls to give information as required and/or to sign post callers to appropriate MS Ireland Services and/or externally to relevant agencies
2. To respond to MS related enquiries via email
3. To respond to MS related enquiries across a range of MS social medial platforms e.g. Facebook, Twitter, Instagram etc.
4. Review and update MS related content on MS Ireland’s website regularly so as to ensure accuracy and relevance
5. Produce and edit MS Ireland’s MS News and Ezine
6. Support Regional Teams with information requests and update Regional Teams with information updates and changes
7. Become and remain familiar with issues affecting people with MS so as to develop appropriate information responses
8. To work cooperatively with the Advocacy and Research Officer to identify the areas where there is a need for information gathering and dissemination
9. To disseminate relevant information to stakeholders
10. To support with identifying themes relevant to people with MS and developing mechanisms to ensure effective dissemination e.g. webinars, podcasts etc.
11. To be an information resource to other areas of the organisation as necessary, e.g. fundraising campaigns, communication, etc.
12. To assist in the development of a communications strategy in line with MS Ireland’s strategic plan.

**GENERAL**

1. To carry out relevant **administration**
2. To work collaboratively with the Advocacy and research Officer
3. To contribute to the achievement of the organisational strategic goals, to work collaboratively with all departments of the organisation including but not exclusively MS Regional Teams, MS Care Centre, Communications, Fundraising, Corporate Services, Finances etc.
4. To input in the development of a communications strategy and input into the annual plan in relation to the information service
5. To attend team meetings to plan and coordinate activities in line with the strategic goals and plan of MS Ireland
6. To participate in 1:1 meetings with line manager
7. Represent MS Ireland at relevant external meetings as requested.
8. To abide by the **health and safety** regulations of MS Ireland and statutory regulations and abide by standard operating procedures relating to the Regional Office’s activities (e.g. fire procedures, safety of staff etc) in order to ensure that the well being of all staff and service users is maintained
9. To work within the **policies of MS Ireland** in order to ensure that a consistent delivery of service and quality standards are adhered to
10. To participate in an annual performance appraisal with line manager.
11. To carry out duties as may reasonably be requested by the Line Manager to ensure a comprehensive, consistent and high quality service to PwMS at all times
12. To attend MS Ireland’s annual conference Ireland Calendar
13. To ensure that all practices within the Information Service are GDPR compliant

**PERSON SPECIFICATION: REQUIRED QUALIFICATION & SKILLS**

∙Third level qualification in related field

High level of computer literacy essential in particular MS Office applications, desirable desk top publishing, salesforce

∙Minimum three years experience in a related field;

∙Commitment to innovation and creative problem-solving;

Good knowledge of the social policy context

Good report writing and analytical skills

∙Confidence in working independently and as part of a team;

∙Excellent interpersonal skills with a strong focus on open and direct communication.

Good knowledge of social media and its place in information provision

∙Detail-oriented with strong organizational skills.

∙Ability to multitask, juggle between multiple projects and prioritize efficiently.

∙Ability to work well under pressure and maintain composure under stressful situations.

∙Experience working in the area of information provision

If you are interested in this challenging but exciting role, and enjoy working in an environment where Team Work really matters, please send a detailed CV to recruitment@ms-society.ie.