

Job Description

Job Title: Information Officer

Reports to: Services Development Coordinator

Location: Hybrid (with travel as required). To be based in Dublin National Office or Midwest Regional Centre (Limerick)

Purpose of the Role

The MS Ireland Information Officer is responsible for ensuring that people living with MS, their families, carers and healthcare professionals have access to accurate, evidence-based, accessible and person-centred information. The role involves developing and maintaining high-quality information resources, responding to information enquiries, supporting health literacy, and working collaboratively with clinical experts, researchers and internal teams to ensure information reflects current best practice and evidence.

Key Responsibilities

Information Development

- Develop, review and update information resources for people living with MS, their families and carers.
- Produce information in a variety of formats including print, digital, video, audio and web content.
- Ensure all information is evidence-based, accessible, inclusive and written in plain English.
- Coordinate clinical review and quality assurance processes for all information resources.
- Monitor emerging evidence and clinical developments to ensure information remains current.
- Provide support to the organisation and development of annual National Conference.
- Coordinate the implementation of the MS workplace training module for employers.

Digital Information

- Manage and update information on the organisation's website.
- Develop content for relevant publications, social media and other digital platforms in collaboration with the Communications team.
- Lead the development of webinars, podcasts and online information resources.

Information Line Service

- Respond to enquiries from people affected by MS by telephone, email and other communication channels.
- Signpost people to appropriate internal and external services and supports.
- Maintain accurate records of enquiries on CRM and produce reports as necessary.

- Support the development of the Information Line service, including the integration of digital platforms and online options to improve accessibility, responsiveness and user experience.

Stakeholder Engagement

- Ensure co-design and co-production is a fundamental element of all information resource development.
- Build and maintain positive relationships with healthcare professionals, researchers, statutory agencies and partner organisations.
- Liaise with neurologists, MS nurses and allied health professionals during the development and review of resources.
- Represent the organisation at meetings, conferences and other events as required.

Quality Assurance

- Ensure information complies with organisational policies and recognised information quality standards.
- Maintain a schedule for regular review of publications and digital resources.
- Collect feedback from service users, staff and other stakeholders to inform continuous improvement.

General

- Work collaboratively across departments (Services, Communications and Fundraising) and report to internal Working Group as appropriate.
- Support organisational events, awareness campaigns and projects.
- Undertake other duties appropriate to the role.
- Complete all relevant reporting.

Person Specification

Essential

- Third-level qualification in health, social care, communications, information management or a related discipline.
- At least 3 years of experience working in health, social care, communications, information management role.
- Proven experience developing written information for public audiences.
- Excellent written and verbal communication skills.
- Ability to interpret and communicate complex medical information in an accessible way.
- Strong organisational and project management skills.
- Excellent attention to detail.
- Ability to build productive relationships with a wide range of stakeholders.

- Proficiency in Microsoft Office and digital communication platforms.

Desirable

- Experience working in the voluntary or healthcare sector.
- Knowledge of MS or neurological conditions.
- Experience coordinating clinical review or quality assurance processes.
- Experience managing website content.
- Knowledge of health literacy and plain English principles.

Application details:

To apply for the position please send the following documents by email to:

recruitment@MS-Society.ie

1. Cover letter, outlining your experience and suitability (by way of specific examples) for the post and your reason for applying
2. Full CV and contact information
3. Please ensure “**Information Officer**” is referenced in the subject of the email
4. Please specify which office you would like to be based in, either Limerick or Dublin

Closing Date: 24th July 2026

MS Ireland is an Equal Opportunities Employer