

Job Description – Stories Officer



This job description serves to illustrate the type and scope of what is required for the post and to provide an indication of the required level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time, they will not however change the general character of the job or level of responsibility entailed.

Section 1 - Job Details

Job title	Stories Officer
Directorate area	Engagement and Income Generation
Department or Team (if applicable)	Digital and Content
Reports to	Stories Manager
Direct reports	N/A
Job Location	Office base in London with flexibility to work remotely
Contracted hours are agreed locally with line managers	

Section 2 - Job Purpose

Stories are a key part of what we do at MS Society.

The Stories Officer will support the Stories Manager in producing and co-ordinating story-focused content, including blogs, features and film content.

This role will manage the stories inbox and work with colleagues/teams to distribute this content and maximise our MS community's impact, while ensuring our communities have a positive experience when they share their stories with us.

Section 3 - Key Responsibilities and Accountability

	Responsibility or Accountability
1	Editing, coordinating and publishing story-focused content across our digital channels
2	Helping to co-produce content from across the community
3	Managing/distributing story submissions
4	Sourcing, interviewing and writing/creating stories
5	Proofreading and editing story content submitted by colleagues and volunteers
6	Publishing content on our website using our CMS (Drupal)
7	Editing content written by specialists to make sure it's in plain English
8	Continually auditing story content against our strategic aims
9	Editing and updating existing story content across our websites
10	Support with co-production groups and networks

Section 4 – Dimension of the role

Resources	Responsible for the proper use and safekeeping of story assets within scope of role
Staff or Volunteers	No direct people management internally but this role will work with the MS community and may be a first contact for people wanting to share their story with us.
Budget	N/A
Key relationships	Stories Manager, Digital Editors, Editorial Manager, MS Community

Information security and data governance	Responsibility for undertaking relevant actions and responsibilities according to the role assigned by the MS Society
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Section 5 – Key deliverables

	Measures of success
1	Co-ordinating stories effectively and efficiently
2	Editing and editing blogs successfully using our website's CMS
3	Supporting the Stories Manager with production planning

Section 6 – Competencies and contribution

Competency	Level required (see below)	B	E	A	T
Fosters co-production	2		X		X
Open to change and innovation	2	X		X	
Sound decisions	2		X	X	
Collaborative working	2				X
Effective communication	2			X	X
Outcome focussed	2	X			X
Inclusivity	2				X
Accountability	2	X	X	X	X
Tech savvy	2	X		X	

Level	
5	Strategic – Senior management and/or strategic responsibility requiring wide advanced knowledge of organizational policies, practices and procedures across the organization or detailed theoretical, practical and procedural knowledge of a specialized area. Provides expert knowledge and insight on a range of subjects and/or groups relevant to MS and represents the MS Society externally. Translates vision, strategic aims and direction in clear terms that people can relate to and action. Makes significant and influential decisions and facilitates appropriate resources.
4	Expert/Recognised authority – Responsible for managing significant resource (people, budget etc) associated with the function/activity. Demonstrates expert knowledge and relevant and appropriate professional leadership and influence. Colleagues consistently perform a task or activity to higher levels having an intuitive grasp of what is required to be delivered, how it impacts across other areas of activity and how it may be improved for the benefits of the MS Society. Colleagues have an in-depth understanding and focus upon building expertise, they are the go-to person and have a reputation for being knowledgeable in this area and are able to apply their existing skills and knowledge to new or emerging challenges.
3	Complex - Roles with or without line management responsibility where they are required to use knowledge gained through experience, professional or technical qualification on complex information or raw data for typically non-routine problems upon which own judgment needs to be applied without further instruction or guidance to work with others to overcome obstacles and deliver outcomes across teams/department.
2	Enhanced - Roles with or without line management responsibility but accountable for casework/ face to face service provision/ internal/external process and or people (including volunteers) e.g. first line managers of people or process. Colleagues have knowledge of requirements of a team/function, contribute to building and maintaining successful internal and external relationships and collaborate to deliver effective outcomes. Colleagues use knowledge and understanding to organise and or manage work, tasks and processes, can solve routine issues and contribute to the development of new practices and procedures.
1	Foundation – roles make an individual contribution to the MS Society with no process or line management responsibility. Colleagues have a fundamental knowledge and understanding of what is required to carry out the role and how it connects to other roles and activities. Understand what is required to be carried out and has the competence and skills to carry out the activities.

Section 7 - Learning and Development requirements

(List L and D requirements for role)

Foundation (mandatory)	Writing skills, Tone of Voice training.
Additional internal learning or courses required for role	

Other professional training or qualification required	
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Section 8 - Person specification (knowledge, experience, skills and attributes needed for the Job)

Those that are marked as essential and will be tested at application stage (A) will be used as shortlisting criteria for determining who will be invited to interview.

Requirement	Essential	Desirable	Tested*
Excellent communication skills	x		A
Relationship management experience	x		A
First-rate writing and editing skills	x		A,T
Experience of website CMS eg Drupal	X		A

*Tested – A (application), I (interview), T (test or Assessment), P (through performance reviews including probation, 1:1's and PDR)

Section 9 – Additional Information and Requirements

Confidentiality	Ensure that essential information of a sensitive and or personal nature is not disclosed to, or discussed with, inappropriate persons and that all information is maintained in accordance with the GDPR and other related legislation or requirements.
Equality, diversity and inclusion	<p>Ensure all duties are carried out in a manner which promotes the MS Society's equality, diversity and inclusion policies and practices.</p> <p>As a charity whose primary focus is to support and improve outcomes for disabled people. We expect all colleagues to be curious and innovative in identifying and removing any barriers experienced by disabled people whilst working with us. As well as adopting an inclusive approach and embedding EDI principles in their day to day work.</p>
Health and safety	Promote a health and safety culture, observe all health and safety rules and procedures and complete training courses, as required.
Safeguarding	MS Society are committed to recruiting with care and to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Background checks and Disclosure and Barring Service/Access NI/PVG scheme checks will be / will not be <i>[delete depending on the role]</i> required for this role.
Digital, data and Technology	Competently utilise technology to perform the role including internet-based voice and video calls, Microsoft Office applications, the MS Society intranet, human resource and finance systems, case management system software and other bespoke MS Society software and applications.
Unusual specific physical or mental demands associated with the role	
Travel requirements	
Unsocial hours	