



MPS Society

Job Title: Support & Advice Officer

Reporting to: Head of Support

Hours: 35 hours per week, part time hours may be considered for the right candidate

Location: Amersham, hybrid working with a minimum of two days in the office each week

Join our team at the MPS Society, one of the leading rare genetic disease charities in the UK aiming to transform the lives of over 1500 individuals and their families UK-wide who are affected by MPS, Fabry and other related lysosomal diseases.

We are expanding our Support team who raise awareness, provide information and practical guidance alongside support and advocacy relating to health and social care, housing, education, transition, independent living, palliative care, and bereavement. This team also contribute to the development of our resources and facilitate project work such as youth engagement, advisory boards, and support groups.

As a Support & Advice Officer you will provide administrative and initial frontline support. You will have the confidence to respond to queries, triaging when required. You will work with sensitivity and confidentiality, have excellent communication skills making sure that the individual (or family) remains at the centre of your work. You will have exceptional IT skills and be highly organised, with the ability to juggle many strands of work.

Training on MPS and related conditions will be provided. You will be required to develop a good understanding of MPS and related conditions, and the needs of those affected by these progressive, life-limiting conditions.

Join us and you will be working with a skilled, dedicated and supportive team. We offer flexibility in working hours, free on-site parking, a competitive salary, pension contributions, life assurance (subject to the conditions of the scheme), 5 weeks annual leave (increasing after 5 years' service), extra leave between Christmas and New Year and an Employee Assistance Programme.

We encourage candidates to view our website to find out more about us and the community we serve.

For an informal discussion about the role or the work of the MPS Society, please contact Bethanie Pentecost on 0345 389 9901 or b.pentecost@mpssociety.org.uk

Key Responsibilities:

Advice & Information

- Gain a good understanding of the range of issues dealt with by the team and be able to respond sensitively and appropriately to all enquiries from members, professionals and the general public.
- Be the first point of contact (telephone/email/in-person), triaging enquiries as required.
- Provide basic information, signposting and support to MPS families and individuals.
- Support with the completion of routine forms.
- Accurately maintain data / communication records, filing / reporting systems, and online resources.

Team Support

- Provide admin support to the Head of Support and Senior Support Officers as requested.
- Support the Senior Support Officers with the transition / transfer of membership from child to adult.
- Take responsibility for ensuring the database remains up-to-date and accurate.
- Schedule meetings/clinics and manage logistics (travel / accommodation) as requested.
- Support the team in collating feedback from member focused services/activities.
- Support senior employees with the identification and participation of members in research studies.
- Accompany other members of staff as needed to support the provision of the UK wide service. This will include some travel.

General Responsibilities:

- Adopt a positive approach to personal and professional development, identifying and attending relevant training, engaging in regular one-to-one meetings and an annual performance review with line manager.
- All members of staff are expected to participate in appropriate team and organisational meetings.
- Attend occasional UK and international conferences and events with some out of hours working.
- Carry out any other reasonable duties as requested by your line manager.

Essential Requirements:

- Eligibility to work in the UK.
- A current UK driver's licence, with no more than 6 points, access to a car and be able and willing to drive UK wide as required.

- **Disclosure & Barring Check (DBS)**

The MPS Society is a charity that provides a range of care, support and activities for children and adults at risk throughout the UK. This is provided through our dedicated support and advocacy service, telephone helpline and out of hours' support, clinical research, online activities and forums, annual events, patient expert meetings, focus groups and conferences. MPS staff, trustees and volunteers may be asked to be involved in the delivery of its regulated services and activities.

This post is exempt under the Rehabilitation of Offenders Act 1974. Due to the sensitive nature of the duties undertaking, the post holder will be expected to undertake a DBS check as part of the recruitment process.

Further information:**Location and working hours:**

This post is primarily based in our Amersham office, however the MPS Society recognises the importance of flexible working and support our staff to achieve a good work-life balance.

You may occasionally be required to travel UK wide and internationally as part of this role. This may include early morning and/or evening working, overnight stays or weekend working. We have policies in place to ensure that any unsociable hours worked are fairly compensated.

Salary will be agreed according to experience and pro-rata for part time hours.

Person specification

As the ideal candidate, you will be a team player who enjoys working as part of a small, dedicated team and have:

- eligibility to work in the UK
- GCSE grade 5+ (A-C) or equivalent in English and Maths
- a sound understanding of the needs of people with disabilities and the systems that support individuals within health & social care
- demonstrable experience of working with the general public in a health & social care or educational setting
- exceptional verbal and written communication with professional interpersonal skills
- excellent IT skills (Microsoft Office), including knowledge of a range of software packages
- ability to work under pressure and to tight deadlines
- good organisational and time management skills
- strong attention to detail
- ability to manage own workload and work using own initiative
- ability to work flexibly to meet the demands of the role
- tact, discretion, and respect for confidentiality
- self-motivation and a positive, flexible attitude
- a caring, compassionate, empathetic, and supportive nature, with a genuine interest in supporting others
- willingness to travel UK wide
- be passionate about MPS Society's mission and aims

To apply: Applications should be made to HR@mpssociety.org.uk Please provide your CV and statement explaining how your previous roles and experiences make you the candidate we are looking for.

Closing Date: whilst we have an initial closing date of 17 November 2025. We reserve the right to close this vacancy early if we receive enough suitable applications to take forward to interview and assessment.