

Director of Community Services

Job Description

Salary	Senior Leadership Team
Contract type	Permanent
Hours	35 hours
Team	Senior Leadership Team
Location	Remote
Reports to	Chief Operating Officer

Purpose of the role

This is a key senior leadership role, responsible for shaping and leading RNID’s community services so that we change lives one by one. The Director of Community Services will lead our flagship RNID Near You services and Contact RNID, with responsibility for business development, operational delivery, service quality, safeguarding, volunteer management and continuous improvement.

What you’ll do

- Provide strategic leadership for RNID’s community services, setting a clear direction, maintaining strong delivery discipline and maximising impact for our service-users.
- Set and maintain high standards for service quality and assurance, ensuring consistent practice, effective compliance arrangements and a culture of learning and continuous improvement.
- Grow RNID’s community services by maximising opportunities to establish new RNID Near You services and maintaining a strong future services roadmap.
- Strengthen safeguarding across RNID, ensuring systems and processes are proportionate, robust and effective in protecting service users, staff and volunteers.

- Lead volunteer management across RNID, ensuring services have the volunteer capacity they need and that volunteers are well trained, supported and recognised.
- Drive continuous improvement and further modernisation of services, ensuring they meet community needs. Improve the efficiency of services, helping RNID reach more people.
- Foster a culture of strong performance management across all services, using insight into demand, quality, risk and impact to support effective decision-making and delivery.
- Build and strengthen partnerships, particularly with NHS trusts, commissioners and other funders, to grow and improve services.
- Play an active role in collective leadership and decision-making as a member of the Senior Leadership Team, modelling values-led, inclusive leadership and creating a culture of accountability, learning and continuous improvement.

About you

- You will bring senior leadership experience in service delivery, with a strong track record of delivering growth, improving quality and achieving meaningful outcomes.
- You will be able to balance compassion with delivery discipline, accountability and measurable impact.
- You will have a strong understanding of service quality, assurance, safeguarding, risk management and continuous improvement.
- You will have experience of working with NHS trusts, commissioners or other statutory service funders, including business development and partnership growth.
- You will have experience of budget, resource and workforce planning, with the ability to align resources to strategic priorities.
- You will be a confident influencer and relationship builder, able to work effectively across the charity and with senior stakeholders.
- You will be a strong communicator, able to operate with credibility at Senior Leadership Team and Trustee level.
- You will demonstrate a clear commitment to inclusion, fairness and values-led leadership.
- You will share RNID's commitment to communities and to improving the lives of people who are deaf, have hearing loss or tinnitus.