



# **DIRECTOR OF COMMUNITY SERVICES RECRUITMENT PACK 2026**

**RN** | Supporting people  
**I:D** | who are deaf, have  
hearing loss or tinnitus

# Welcome

Dear Applicant

I'm so pleased you're interested in joining RNID as our next Director of Community Services. It's a great role, and a great time to join our team, and I hope this pack gives you a flavour of why.

1 in 3 people in the UK live with hearing loss or tinnitus. Right now, there is no cure for either – we want to change that. RNID is the only national charity here to support everyone in the UK who is deaf, has hearing loss or tinnitus. At 18 million people, that's a very large and very diverse community. Our vision for 2040 and beyond is a bold ambition for a new era, where anyone losing their hearing can have it restored. We want future generations to take it for granted that they have a right to effective treatments, easy access to services, can excel in their career, and never have to face losing conversations with family and friends, or missing the sound of birdsong.

RNID's vision requires us to change how society views hearing loss and deafness; to change systems – both public and private sector – to ensure the needs of our communities are met; and to change the lives of individuals, one-by-one. And this is where you come in.

As Director of Community Services, you will shape and lead RNID's Community Services and contact centre, and be responsible for all of RNID's volunteers (600 and growing!). You will touch the lives of individuals across the UK, ensuring we provide the right online support and advice, and welcoming them to our community-based, volunteer powered drop-in services to give them the advice they need to hear well.

We're looking for someone who will set high standards for service quality and assurance, and proactively ensure our services keep pace with and reflect the innovation we are driving forward in hearing health. Ideally, we'll find someone who has experience of working with NHS trusts, commissioners or other statutory service funders, including experience of business development and partnership growth.

RNID is a much-loved heritage brand, but we have also completely redesigned ourselves as a digital charity, fit for the modern world. So you'd be joining an ambitious, innovative organisation which is growing in income and influence. And a culture which is flexible and adaptive – genuinely no siloes, and we work online so you can live anywhere in the UK, with a bit of travel to help you keep in touch with all our services.

If you believe your skills, experience and perspective would bring genuine value to our team, I'd love to hear from you. RNID always encourages applications from candidates with lived experience.

**Harriet Oppenheimer**  
**Chief Executive**

## Our Vision for 2040 and beyond

As a nation, we're ignoring our hearing health, with devastating consequences. Deaf people face barriers at every turn. Missing something vital – a fire alarm, the doctor's advice, a public health announcement – can mean the difference between life and death. More often, it makes living an independent, fulfilling life – the kind so many of us take for granted – exhausting, and leaves people feeling isolated.

We have a bold ambition for a new era, where anyone losing their hearing can have it restored. Where tinnitus can be silenced. Where all deaf people can get the technology, care and support they need to thrive.

We've had enough of slow progress: we need to leap forward. We want future generations to take it for granted they have a right to effective treatments, easy access to services, can excel in their career, and never have to face losing conversations with family and friends, or missing the sound of birdsong.

### **We are changing society and public attitudes, so that:**

- Everyone in the UK understands why and how to check their hearing regularly and do it – just like we do with our eyes and teeth.
- People of all ages know how to protect their hearing from loud noise – and doing it is the 'normal' thing to do.
- We've created a step-change in public understanding of deafness, so society stops shutting deaf people out of everyday conversations and activities.

### **We are changing systems and services, so that:**

- Effective treatments and cures that prevent hearing loss, restore hearing and silence tinnitus have been developed and are available to everyone.
- Every employer actively supports deaf people and people with hearing loss, recognising the value they bring and removing barriers to professional success.
- Leaps forward in tech – both for individuals to use and in society at large – mean that all new products and services are accessible and inclusive for deaf people right from the start – whether you are out shopping, on the bus or accessing all forms of healthcare.
- When people experience hearing loss, they can easily get help from the NHS in a way that suits them – whether that's developing new options to conduct tests online or having hearing aids delivered to their door.

### **And we are changing lives of individuals, one by one, through:**

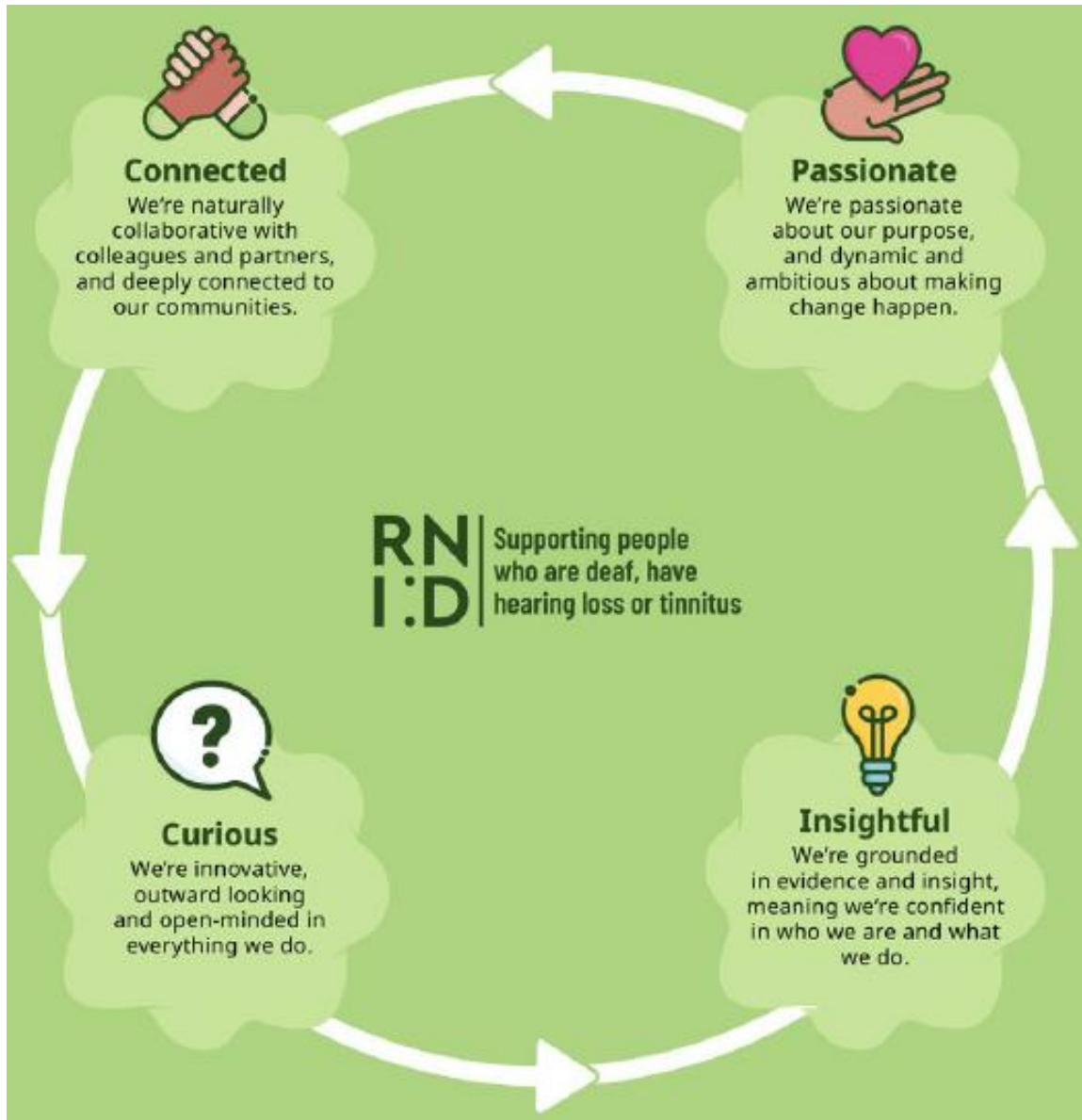
- RNID Near You: our in-person drop-in centres, giving information and support, powered by volunteers and present in every community across the UK.
- RNID Online and Contact RNID: providing tailored, trustworthy information and support on deafness, hearing loss and tinnitus – the go-to resource for our communities and those there to support them.

## RNID in numbers



## Our Values

Our values lie at the heart of everything we do. At RNID we use them to challenge ourselves, to frame conversations and guide our own behaviours both internally and externally.



## Our Board and Executive Team

Our Board is currently made up of deeply passionate individuals, all bringing specialist expertise and unique perspectives to inform and guide our work. They work closely with our Chief Executive and Senior Leadership Team to ensure that our impact and reach is in line with our strategic goals and is achieved with integrity.

Please [click here to read more about our Board](#).

Please [click here to read more about our Senior Leadership Team](#).

## Our culture

Our approach is built on trust, open communication, and mutual respect. RNID is a UK-wide, home working charity whose staff team (and the people we serve) are based in communities from the highlands of Scotland to Belfast and Cornwall and everywhere in between.

We're proud to support a flexible working culture that empowers our people to manage their time in a way that suits their individual needs and lifestyles. We know this is important to our people and helps us attract and retain our brilliant, talented colleagues. We also recognise that flexibility is reciprocal - if we offer flexibility, we find that our colleagues are incredibly flexible back. This approach reflects our commitment to being a workplace where great people want to join - and choose to stay.

**This means that we offer flexible working as standard, without the need to submit formal requests.** We come together in person twice a year for our Staff Summits, inspirational events for sharing skills and ideas, hearing from external speakers and spending quality time with colleagues. Our Senior Leadership Team also comes together in person for two away days each year. Working in this way, we bring together the best of digital and in-person working in a modern, progressive organisation.

Most of our roles also do not operate with fixed core hours. Instead, we trust our staff to manage their own schedules, allowing for greater autonomy and work-life balance. This is in keeping with our informal culture, embracing the fact that we all have a life outside of work, and encouraging people to balance their passion for RNID with their personal lives.

To hear more about our bold approach to flexible, remote working, [listen to our Chief Executive, Harriet Oppenheimer, on the Cracking Culture podcast](#) just a few years ago, when we first designed our new approach.

## Role description

**Role title** Director of Community Services

**Reports to** Chief Operating Officer

### **Role purpose**

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 – including proactively ensuring our services keep pace with and reflect the innovation we are driving forward in hearing health.
- 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, that our existing c600 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.

## Person specification

### 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.

## Terms of appointment

### **Salary**

The salary for this role is £80,000 per annum.

### **Contract**

The role is offered on a full-time permanent basis, home-based.

### **Location**

All our roles are remote, with flexible working as standard practice at RNID.

### **Pension**

Pension scheme with 4% employer contribution.

### **Annual leave**

28 days annual leave plus bank holidays. 2 wellbeing days for extra flexibility.

### **Additional benefits**

- We are a fully remote organisation with no core hours; you will receive £26 remote working allowance every month.
- Sickness benefit entitlement from day 1
- Employee assistance programme that provides counselling sessions
- Hospital Saturday Fund health benefit
- Additional benefits for maternity, paternity and adoption
- Access to an event ticketing platform
- Cross charity mentoring scheme

For more information, [please click here](#).

## How to apply

To make an application, please go to the RNID website and click on Jobs. There will be an application form to complete and the opportunity to upload your CV.

We would also be grateful if you would complete the Equality and Diversity monitoring form on the online application process. This form is for monitoring purposes only and is not treated as part of your application.

Deadline for applications is 11:59pm on 12<sup>th</sup> July 2026.

## Recruitment timetable

**Closing date: 12<sup>th</sup> July 2026 11:59pm**

**Stakeholder sessions: 20<sup>th</sup> & 21<sup>st</sup> July 2026**

**Final Panel interviews: 27<sup>th</sup> and 28<sup>th</sup> July 2026**