



# CHIEF OPERATING OFFICER 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 Chief Operating Officer. It's a fantastic role, 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 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.

As Chief Operating Officer, you will play a leading role by supporting me, the Board and our Senior Leadership Team to deliver our vision. In this wide-ranging post, right at the heart of our brilliant charity, you'll be providing the strategic leadership, operational management capability and simplifying style our corporate and community services really need.

We're looking for someone who will ensure excellent strategic financial performance and efficiency and will quickly establish as a trusted advisor within RNID and working closely with me on Board governance and engagement. We're looking for someone with strong charity sector experience, but we're happy to consider candidates for whom this will be their first COO role, if you've got the talent, ambition and energy we need. You'll have a strong track record not just for the quality of your advice, but for leading and managing multi-disciplinary teams in a way that gets the best from them. You're an outstanding communicator and clear thinker who takes people with them – but you also have the recognised accountancy qualification this role needs, with the experience to know what good looks like.

We're offering the right person an influential role with a remit that's unique to who we are. 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, particularly of severe hearing loss.



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

**LAST YEAR:**

**£1.4M**

invested in research into treatments for hearing loss and tinnitus



**44**

**#TEAMRNID**

London marathon runners



**163,277**

hearing check completions



**5,383**

responses from our communities to the Big RNID Survey 2024



**6,020**

total courses delivered to organisations



**28,523**

people visited RNID Near You



**18,904**

Total contacts by our Contact RNID team



**502**

pieces of media coverage on our wax report



**302**

registered volunteers

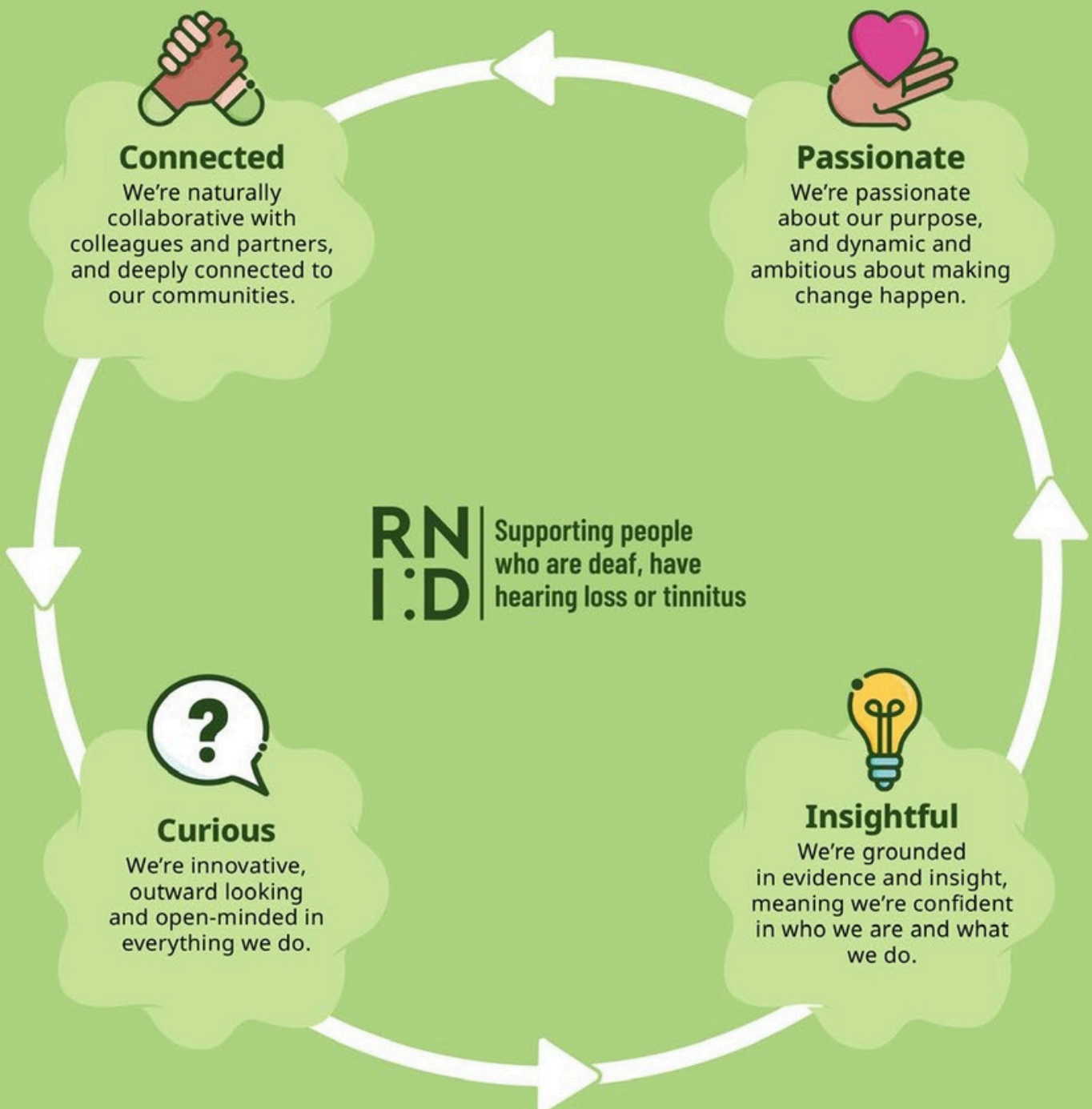


**63%**

a 63% increase on March 2023.

# 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](#).

Please [click here to read our Annual Report and Accounts for 2024-25](#).

## 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:** Chief Operating Officer

**REPORTS TO:** Chief Executive

## ROLE PURPOSE

As Chief Operating Officer, you provide strategic leadership and operational management across RNID's corporate and community services. You will play a key role in supporting the CEO, Board, and Senior Leadership Team to deliver the charity's vision and strategic aims.

## STRATEGIC LEADERSHIP

- Act as a trusted advisor to the CEO and Board on policy and strategic decisions.
- Lead a forward-looking, agile and responsive approach to business planning that enables the delivery of RNID's strategy, and keeps us responsive to the constantly changing external environment.
- Develop the culture of business partnering, customer focus, and continuous improvement across the organisation.
- Continually improve RNID's operating model, developing and managing systems and processes to ensure efficient and effective delivery of all activities.
- Drive forward a collaborative, insight driven and values-led culture and workforce strategy that ensures RNID makes the most of digital technologies, data and modern ways of working to grow our impact
- Lead major projects and programmes.

## FUNCTIONAL RESPONSIBILITIES

- Lead and manage governance and legal functions, including ownership of the strategic risk framework, serious incident reporting, regulatory compliance, and effective governance processes that support sound decision-making and organisational integrity.
- Hold executive responsibility for the organisation's people function, ensuring a high-performing, inclusive and values-led workforce. This includes oversight of workforce planning, employee relations, reward and wellbeing, and leadership capability.
- Oversee the finance function (via the Director of Finance and Data Strategy), ensuring robust financial planning, management, reporting, and compliance. Provide timely and accurate financial information and analysis to support strategic decision-making.
- Oversee the technology team (via the Director of Technology), ensuring technology meets organisational needs and information security standards.
- Oversee the community services teams (via the Director of Community Services), ensuring high quality service provision, efficiency, and appropriate risk management (especially safeguarding, data protection and health and safety).

*We work in a matrix structure and you can expect to work across the charity on different projects.*

# PERSON SPECIFICATION

## PART ONE:

### KNOWLEDGE AND EXPERIENCE

- An appropriate accountancy qualification (ACA, ACCA, CIMA, CIPFA) supported by significant experience of business partnering and / or leading and managing finance teams is essential for this role.
- Substantial track record of leading and managing multi-disciplinary teams, ideally within corporate services, in other complex organisations.
- Deep working knowledge of the Charity Sector, including regulatory and reporting obligations – it is likely that you are working in the sector now.
- In-depth knowledge of effective Board / financial governance processes.
- Demonstrable experience of working with Boards and Committees to ensure effective financial oversight, sound decision-making, strong performance and continuous improvement.

## PART TWO:

### SKILLS AND ABILITIES

- Highly effective communication, presentation and interpersonal skills – you secure trust and confidence quickly.
- Ability to understand, explain and present complex technical ideas and information to technical and non-technical audiences in a persuasive and convincing manner.
- Ability to work across teams and all levels of an organisation, and to lead teams to achieve high performance and efficient ways of working.
- Ability to involve, influence and work collaboratively with key stakeholders.
- Ability to lead, manage and inspire positive change as necessary.

## PART THREE:

### LEADERSHIP STYLE AND BEHAVIOURS

- Clear thinking style; someone who simplifies complex data and ideas.
- Comfortable working from home, online in a digital organisation with periodic in-person Board and staff events.
- Leadership style that attracts trust, respect and collaboration.
- Positive, self-assured and solutions focused style.
- Purpose-driven: you will be willing to learn about RNID's work and communities and to act as an ambassador for what we do.



# TERMS OF APPOINTMENT

## SALARY

The salary for this role is circa £110,000 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 <https://starfishsearch.com/jobs/rnid-coo/> and click on the apply now button, with the following prepared:

- Your CV (no more than three sides).
- A covering letter that sets out your motivation for the role and responds to Part One of the Person Specification.

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 Friday 10th July 2026.

## RECRUITMENT TIMETABLE

<b>Closing date:</b>	Friday 10th July 2026
<b>Preliminary interviews:</b>	w/c 13th July 2026
<b>Final Panel interviews:</b>	Thursday 30th July 2026

