

**Chief Executive Officer**



# Letter of Introduction from the Chair

Dear Candidate,  
Thank you for your interest in the role of Chief Executive Officer at Tinnitus UK.

Tinnitus UK exists to improve the lives of the millions of people affected by tinnitus. As Chair of the Board of Trustees, I am proud of the progress the charity has made in the past 18 months, strengthening our voice, growing our reach, and deepening our impact while remaining grounded in the lived experiences of those we serve.

Having led the organisation successfully through a period of transformative change, our CEO Alex Brooks-Johnson feels the time is now right to hand the reins to someone new to deliver on the organisation's ambitious new ten year strategic roadmap. Alex and the team have made some great progress in transforming the charity following a few difficult years of turbulence and change post pandemic. We have made remarkable improvements in operations, impact and our financial situation in a short space of time. We have spent some time creating and agreeing our vision and together we have created a plan to achieve this.

As we enter this new phase, we are seeking a part-time CEO who can provide clear leadership, can work in close partnership with the Board, and lead our dedicated staff team with empathy, rigour, and ambition to deliver this plan. This is a pivotal role and at a crucial time for us: you will help shape the next phase of Tinnitus UK's development, ensuring we are sustainable, influential, and responsive for the tinnitus community in a changing health and charity landscape.

This part-time role offers the opportunity to combine senior strategic responsibility while still making a meaningful national impact. We do, however, believe that the successful candidate will need to spend as much time in the office with the team as possible, therefore applicants should expect to commit to spending at least 2 days per week in the Sheffield office.

If you share our commitment to improving understanding, treatment, and support for people with tinnitus, we would be delighted to hear from you.

Yours Sincerely



Pierre Espinasse  
Chair of Trustees

# Charity Overview

## About Tinnitus UK

Tinnitus UK is the national charity dedicated to improving the lives of people living with tinnitus. We provide trusted information and support, fund and promote research, influence policy and practice, and work collaboratively across the hearing health sector.

Our work is shaped by people with lived experience of tinnitus and delivered through

- Evidence-based information and support services to people with tinnitus
- Research partnerships
- Education and training of Hearing Health Professionals
- Awareness raising and advocacy activity

We are a values-led organisation, committed to Respect, Integrity, Support and Evolution

# Our Services

Tinnitus UK provides services to people with tinnitus and professionals who support and care for people with tinnitus. All our services are in demand and receive positive feedback on experience and social impact indicators.

We have a 10 year strategy and a three-year plan for services which includes

- Helpline – Our existing helpline will be expanded with more structured use of volunteers
- Support Groups – There are 75 tinnitus support groups around the UK. Most are run independently, although we do support them. We are aiming for more to be run by Tinnitus UK volunteers.
- Website and information provision – We have around 250,000 website users annually, and we have plans to revise and restructure it to deliver a more targeted information and advice service, with refreshed content
- Events and training – We organize an annual conference which is very popular, and training courses for Hearing Health Professionals in tinnitus.

# Our people

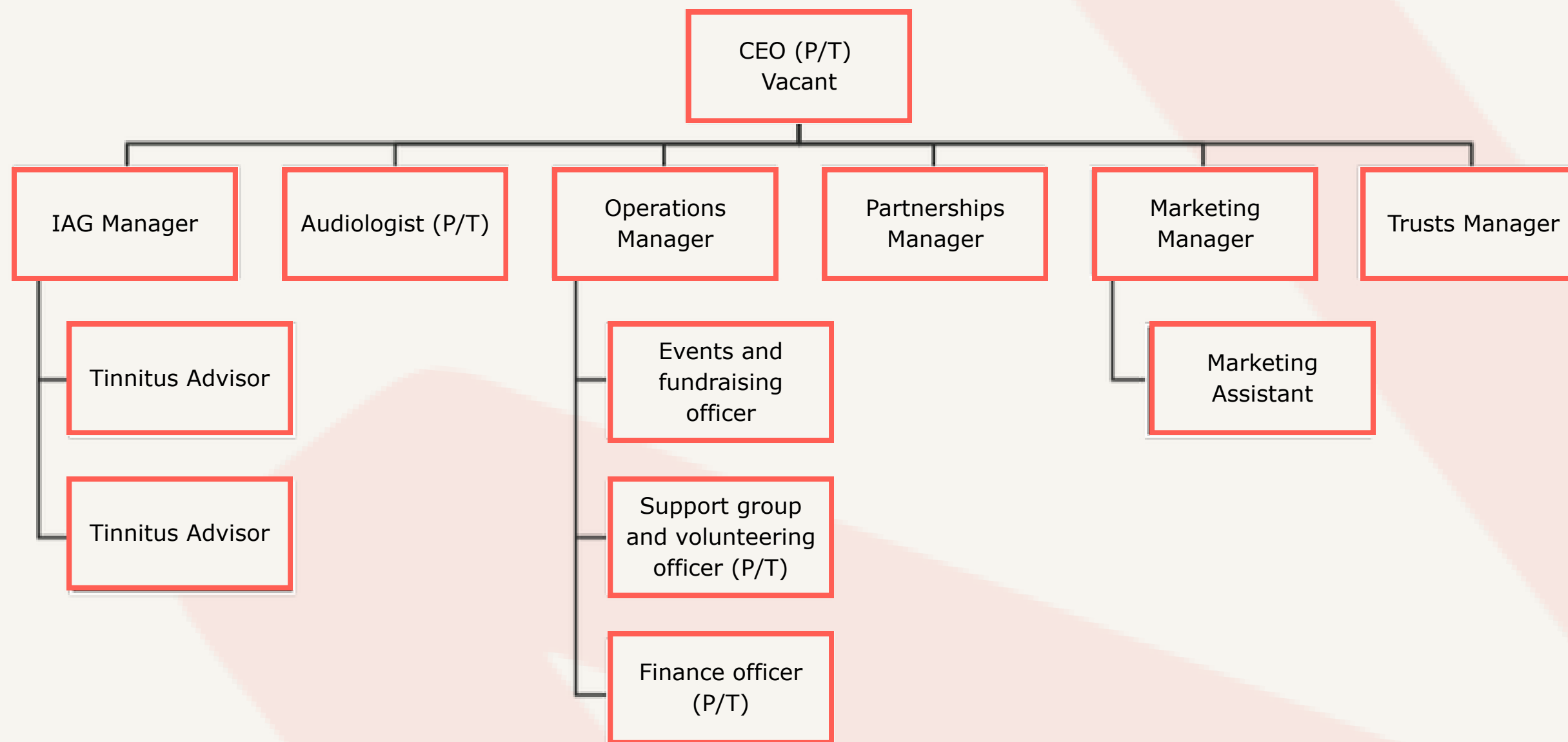
We are led by our Board of Trustees  
Chair – Pierre Espinasse, highly experienced charity leader and research professional, with experience of the medical research field.

Chair of Finance Committee – Emma Stone, experienced finance leader with a background in governance, audit, risk and compliance in private, listed and NFP businesses.

Trustees – Pete Byrom, highly experienced audiologist specializing in tinnitus, Veronica Kennedy, highly experienced NHS Consultant Audiovestibular Physician with a special interest in tinnitus and Lucy Colenso, marketing and business professional.

## The Team

The team is outlined here and in addition we are supported by around 40 volunteers who have roles including supporting our helpline, our support groups and helping in the office.





# Financial overview

Tinnitus UK has been through some difficult years.

Since the autumn of 2024 - when the new CEO and management team arrived – the Board of Trustees has been strengthened by the arrival of a very experienced Chair and an experienced finance professional, and the charity has made significant progress towards financial sustainability.

While there continue to be challenges, the operating budget is near break-even for this current financial year, with a proposed budget for FY26/27 showing a slightly improved position again, with less expectation on income growth and legacies to achieve it.

Fundraising has been bolstered with the recruitment of two very capable practitioners who have been building their programmes for the past 18 months, along with the development of our digital communications, where audiences are growing and we are seeing more and more engagement, leading to growing membership and donors.

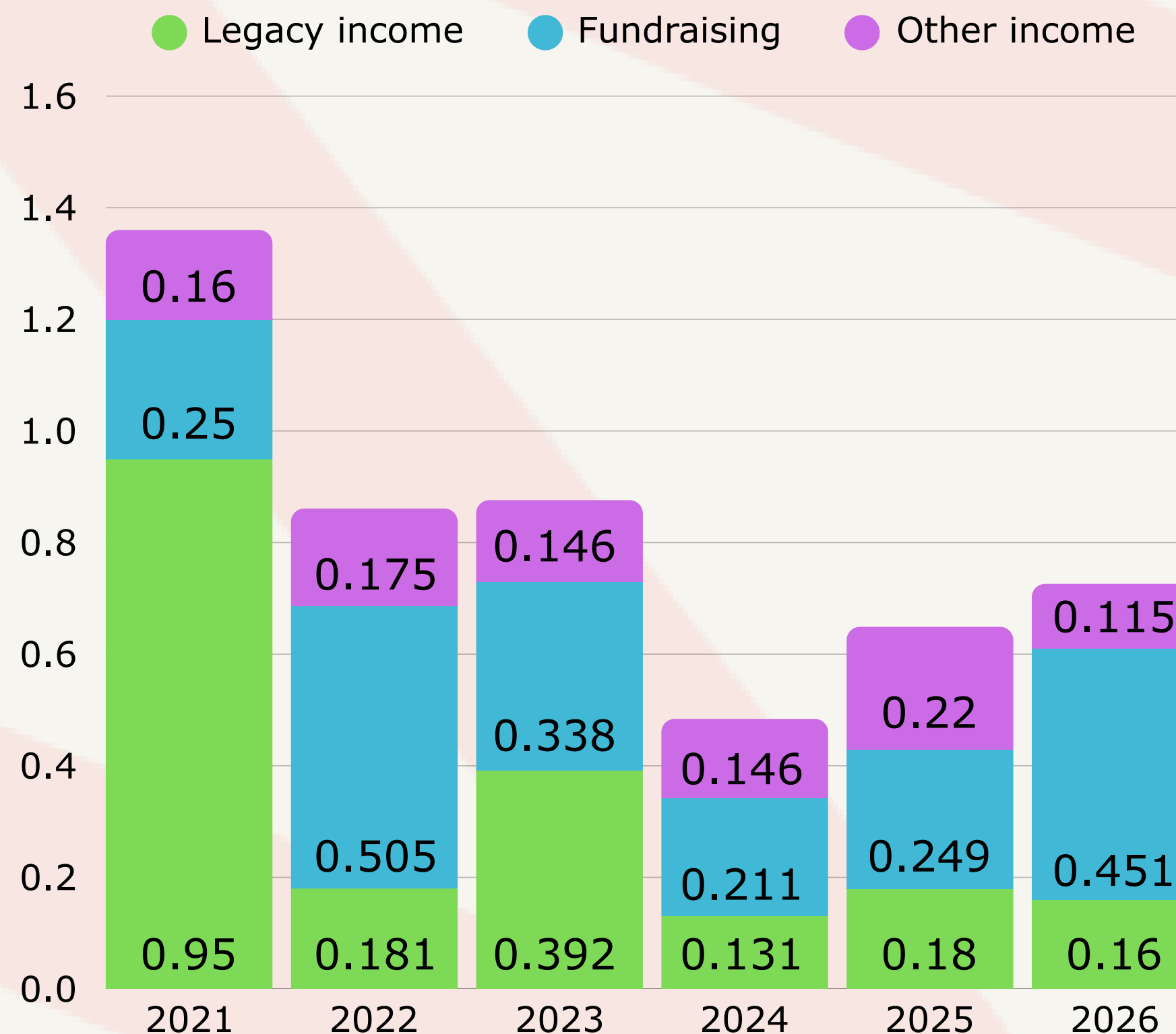
Expenditure is controlled and stable, with organizational overheads and costs within acceptable parameters and underpinned by good processes and financial governance.

Future opportunities for growth are strong and include fundraising, membership, training and events.

This graph outlines the previous financial performance and the improvements in the last 18 months, with 2026 showing our forecast for this current financial year.

The incoming CEO will work closely with the Treasurer and Finance Committee to further strengthen financial sustainability, support income growth, and ensure resources are aligned to strategic priorities.

## Income by source from 2020/21 to present (£m's)





# Chief Executive Officer

## Job Description

**Reports to:** Chair of the Board of Trustees

**Location:** Sheffield – occasional UK travel and working from home

**Contract:** Permanent, part time, 21 hours per week

**Salary:** £70,000 FTE {pro rata}

**Benefits:** 30 days {pro rata} annual leave, 5% pension contribution



# Purpose of the role

The Chief Executive Officer (CEO) provides strategic leadership and operational oversight to ensure Tinnitus UK delivers its mission, remains financially sustainable, and continues to grow its impact. Working closely with the Board of Trustees, the CEO will lead a small staff team and work with volunteers, partners, funders, and stakeholders across the tinnitus and hearing health landscape.

This is a part-time role (21 hours per week), offering flexibility while carrying full strategic responsibility for the organisation. Actual days and hours by negotiation.



# Key responsibilities

## Strategic Leadership

- Lead the delivery of Tinnitus UK's strategy, ensuring alignment with the charity's mission and values.
- Provide clear, inspirational leadership to staff and volunteers, fostering a collaborative and inclusive culture.
- Advise and support the Board of Trustees, ensuring effective governance and informed decision-making.

## Operations & Management

- Oversee day-to-day operations, ensuring activities are well-managed, effective, and compliant with relevant regulations.
- Line-manage senior staff (and/or staff team), supporting performance, wellbeing, and professional development.
- Ensure appropriate policies, systems, and processes are in place and reviewed regularly.

## Finance & Sustainability

- Work with the Board and Finance Committee to set and manage budgets, monitor financial performance, and ensure financial sustainability.
- Support income generation across fundraising, grants, partnerships, and other revenue streams.
- Ensure robust financial controls and risk management processes are in place.

## External Relations & Advocacy

- Act as the public face of Tinnitus UK, representing the charity to stakeholders, partners, funders, policymakers, and the media.
- Build and maintain strong relationships with the NHS, researchers, charities, professional bodies, and the wider hearing health community.
- Champion the needs and voices of people living with tinnitus.

## Impact, Research and Services

- Ensure Tinnitus UK's information, support services, and research funding are high quality, evidence-based, and responsive to need.
- Monitor and evaluate impact, using insight and data to inform continuous improvement.
- Promote innovation and collaboration to extend the charity's reach and effectiveness.

# Person Specification

## Essential

- Senior leadership experience, ideally at CEO, Director, or equivalent level, in a charity or similar organization of a similar size.
- Strong strategic thinking with the ability to translate vision into action.
- Experience of working with a Board or Trustees and a good understanding of charity governance.
- Experience of managing people, and a proven ability to mentor and develop a diverse senior team.
- Good financial literacy and experience of managing and balancing budgets and organisational priorities.
- Excellent communication skills, with confidence representing an organisation externally.
- Good understanding of fundraising and income diversification.
- Empathy and commitment to improving outcomes for people affected by tinnitus.

## Desirable

- Experience working in the charity, health, or research sector.
- Knowledge of hearing health, audiology, or neurological conditions.
- Experience leading a small or medium-sized organisation through change or growth.

## Working Pattern

- Some evening or occasional weekend work may be required for travel, Board meetings or events.



# How to apply

To apply, please submit:

**1. Your CV, and**

**2. A supporting statement (maximum two pages) outlining how your skills and experience meet the requirements of the role and why you are interested in leading Tinnitus UK.**

Please send your application by 5pm on 16 March 2026 to:

**[laura@tinnitus.org.uk](mailto:laura@tinnitus.org.uk)**

First interviews will be held on 23 March 2026 via video link while second interviews will be held in person at the Tinnitus UK offices in Sheffield on 9 April 2026.

To arrange an informal conversation about the role and the charity, please contact the current CEO, Alex Brooks-Johnson, on [alex.brooks-johnson@tinnitus.org.uk](mailto:alex.brooks-johnson@tinnitus.org.uk).

