

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 over the past 18 months, strengthening our voice, extending our reach and increasing our impact, while remaining firmly rooted in the experiences of those we serve.

Following a period of significant change, the organisation has made substantial progress in a relatively short time. We have strengthened our finances, improved our operations and services, expanded our profile and influence, and laid strong foundations for future growth. Importantly, we have developed an ambitious long-term vision and a clear plan to help us achieve it.

We are now looking for a part-time Chief Executive Officer to lead the next phase of our development. Working closely with the Board of Trustees, you will provide strategic leadership for the organisation, inspire and support a committed staff team, and help ensure we deliver on our ambitions for people living with tinnitus.

This is a pivotal role at an exciting point in the charity's journey. The successful candidate will have the opportunity to shape the future of Tinnitus UK, building a sustainable, influential and responsive organisation that can meet the needs of the tinnitus community in a changing health and charity landscape.

While this role is initially being recruited on a part time basis, we envisage a planned progression to a full-time position as the charity grows and subject to financial sustainability. We believe that visible and collaborative leadership is essential and therefore ask candidates to commit to spending at least two days per week in our Sheffield office, working alongside the team.

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

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

Our Services

Tinnitus UK provides information, support, education and professional development services for people living with tinnitus and those who support and care for them. Through our website, helpline, support group network, events and training, we support more than 250,000 people with tinnitus each year.

Our services are highly valued and demand continues to grow. We play a unique role in bringing together people with lived experience, healthcare professionals, researchers and partners to improve understanding of tinnitus and support better outcomes for those affected.

In 2025, we launched a new 10-year strategy that sets out an ambitious vision for the future. We are now focused on translating that vision into clear organisational priorities and sustainable plans that will strengthen our impact and support continued growth.

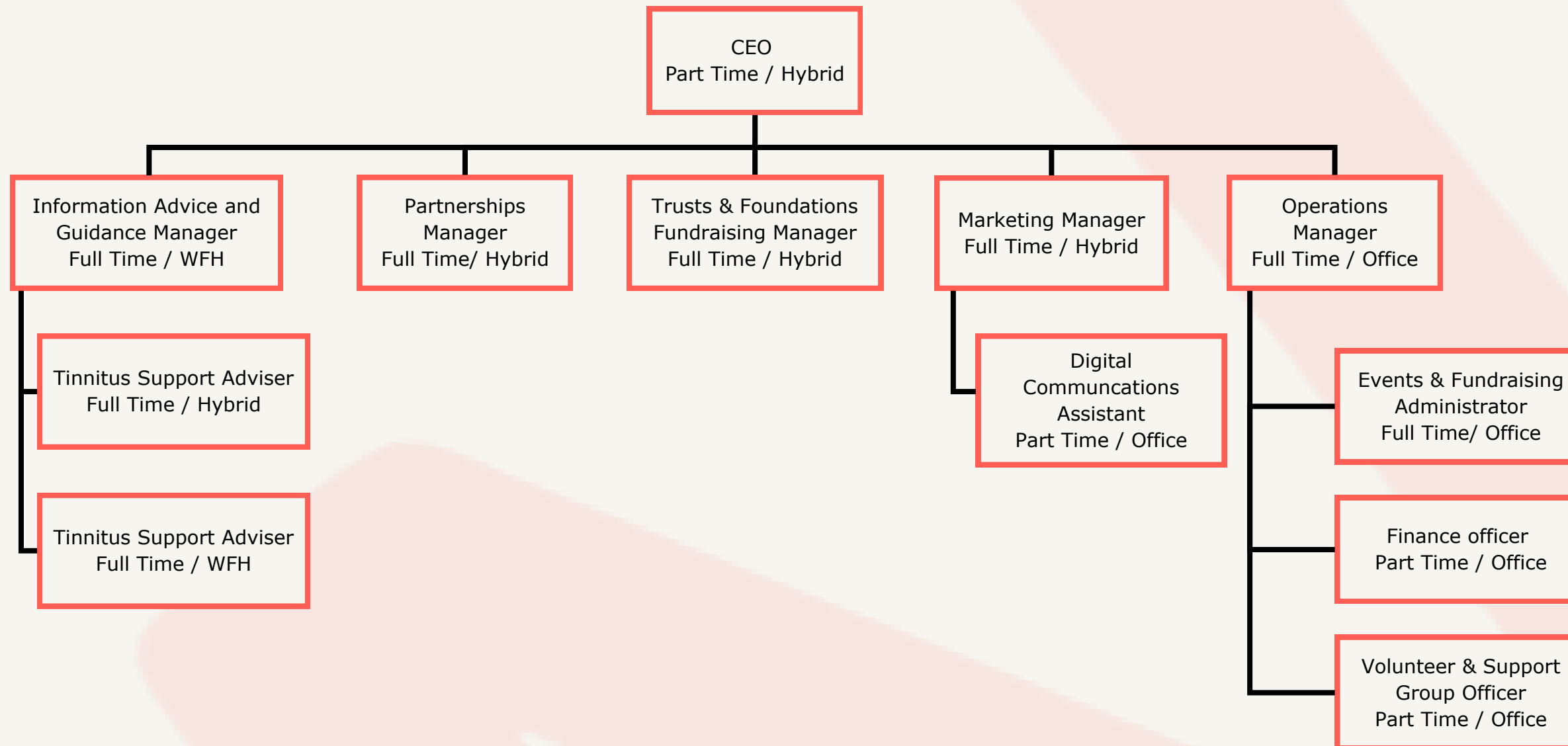
Our people

Tinnitus UK is governed by a skilled and engaged Board of Trustees, led by Chair Pierre Espinasse, an experienced charity leader and research professional with a strong background in the medical research sector.

The Board is supported by Finance Committee Chair Emma Stone, a senior finance professional with extensive experience in governance, audit, risk and compliance across private, listed and not-for-profit organisations.

Our trustees bring a diverse range of expertise, including Pete Byrom, a highly experienced audiologist specialising in tinnitus; Veronica Kennedy, a Consultant Audiovestibular Physician in the NHS with a special interest in tinnitus; and Lucy Colenso, an accomplished marketing and business professional.

The staff team is outlined to the left. In addition, we are supported by around 40 dedicated volunteers who play a vital role in delivering our work, including supporting our helpline, facilitating support groups and providing practical assistance across the organisation.





Financial overview

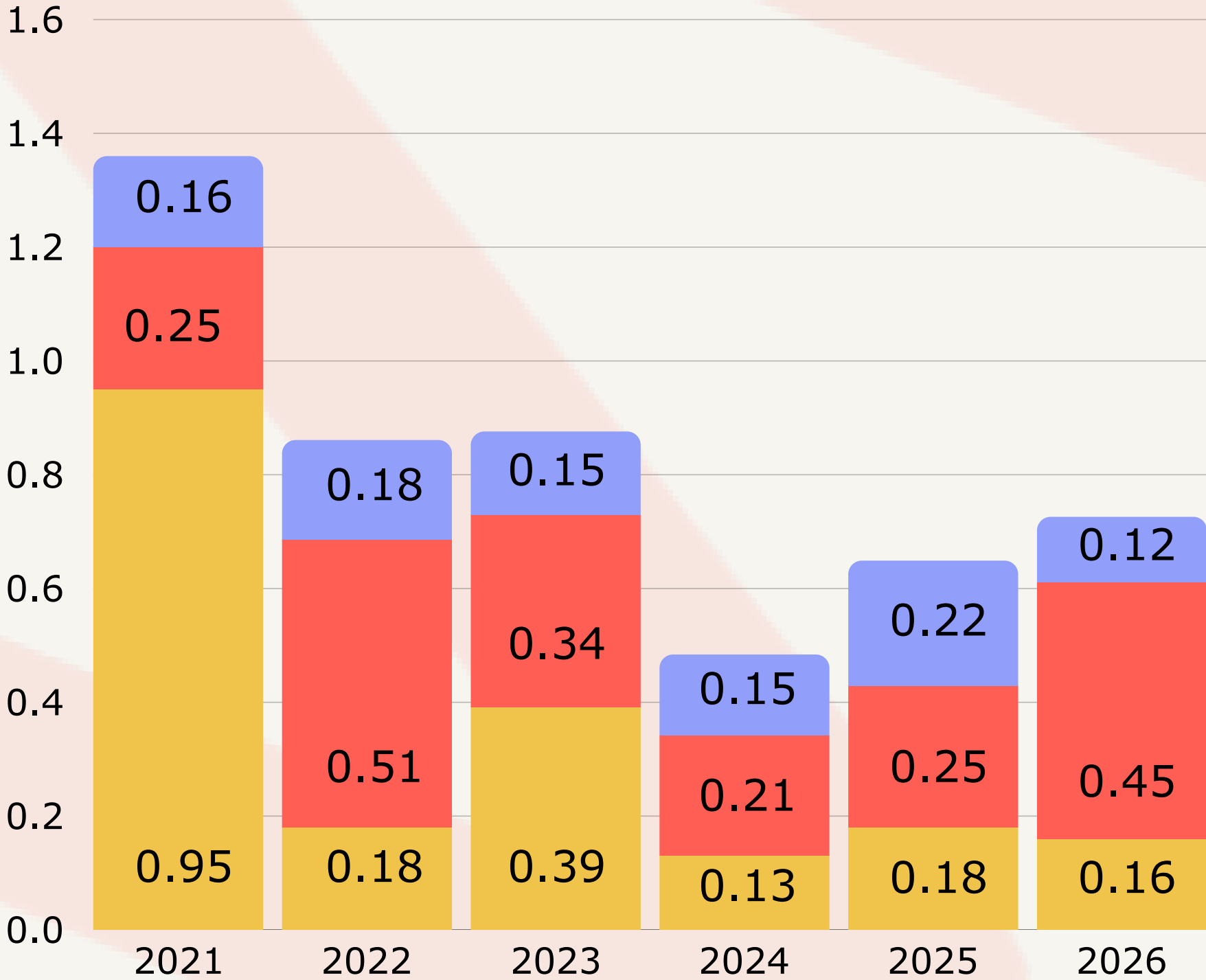
Tinnitus UK has undergone a significant period of transformation in recent years. With a strengthened leadership team, new expertise added to the Board of Trustees, and a renewed organisational focus, the charity is now in a much stronger position to deliver on its ambitions.

Considerable progress has been made towards financial sustainability. While challenges remain, the organisation achieved a near break-even position in 2025/26, and the proposed budget for 2026/27 projects further improvement, with reduced reliance on ambitious income growth targets and legacy income assumptions.

Our fundraising function has also been strengthened through investment in experienced fundraising professionals who have spent the past 18 months developing programmes, partnerships and a robust pipeline of opportunities. Alongside this, our digital communications and audience engagement activities continue to grow, increasing awareness of tinnitus, expanding our membership base and attracting new supporters and donors.

Income by source (£millions)

● Legacy income ● Fundraising ● Other income



Expenditure is controlled and stable, with organisational 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 Chair and Finance Committee to further strengthen financial sustainability, support income growth, and ensure resources are aligned to strategic priorities.



Chief Executive Officer

Job Description

Reports to: Chair of the Board of Trustees

Location: Sheffield – occasional UK travel and working from home

Contract: Permanent, 0.8FTE (28 hours per week)

Salary: £70,000 FTE

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.



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 and Services

- Ensure Tinnitus UK's information and support services 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 organisation 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 leading people and teams, 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.
- Demonstrable commitment to our organisational values of Respect, Integrity, Support and Evolution.

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, meetings or events.
- We anticipate the successful candidate will live within a reasonable commuting distance of Sheffield.



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 to:

hr@tinnitus.org.uk

The deadline is 5pm Monday 5 July.

First interviews will be held online on 14 and 15 July while second interviews will be held in person at the Tinnitus UK offices in Sheffield during week commencing 20 July.

To arrange an informal conversation about the role and the charity, please contact the chris.easton@tinnitus.org.uk

