



JOB TITLE: Engagement Manager: Cook for Good Pantry
REPORTING TO: Programmes and Operations Manager
SALARY: £35,000 per annum pro rata
CONTRACT TYPE: Permanent
HOURS PER WEEK: 30 Hours – Monday to Thursday
APPLICATION DEADLINE: 8 January 2026

About Cook for Good

Cook for Good is a social business with a clear mission: to bring businesses and communities together through food, for the benefit of both. We've created a model for tackling food insecurity, social isolation, health inequality and barriers to work, which we're putting into practice on a social housing estate in Kings Cross.

We've built a community kitchen on the estate, where we're running a programme of cooking classes and courses, training and work experience programmes and community meals. We also host a weekly soup café and run a surplus food pantry, a community shop with dignity and choice, where members can pick up a basket of shopping for just £3.50 each week.

Much of this work is fuelled by corporate teams, who come into our kitchen to take part in cooking-based teambuilding events. We offer a range of events and have a growing list of corporate clients, as well as collaborating on a range of wider products and services with our corporate and culinary partners. We then reinvest 100% of the profits from these activities to run our impactful community programme, creating positive change through the power of food.

Due to the level of interest in our unique model we are now also exploring how to replicate our model and share our learning, to drive scalable impact and more holistic and sustainable ways to tackle food insecurity.

Key Responsibilities

As Cook for Good enters a new phase of expanded and more connected programme delivery, this role has evolved to place a stronger emphasis on meaningful community engagement and relationship-building. The Engagement Manager will play a crucial role in nurturing belonging, dignity, and mutual support creating spaces where members, volunteers, and partners feel valued, heard, and empowered.

While acting as the primary point of contact for members seeking wraparound support by connecting them with relevant wellbeing, information, advice, and guidance. The Engagement Manager will also play a pivotal role in building a compassionate, inclusive environment, guiding volunteers through structured training and development, leading with empathy, compassion, and curiosity, listening deeply to understand people's stories and ensuring that every interaction reflects Cook for Good's ethos of care and inclusion.

Cook for Good Community Interest Company

Hugh Cubitt Centre, 48 Collier Street, London, N1 9QZ

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Project Oversight

- Champion dignity and inclusion by being a trusted and welcoming presence in the pantry, supporting members and volunteers through their journey
- Lead the next phase of engagement with the community, external partners and stakeholders to ensure seamless service delivery and alignment with CFG's mission.
- Drive data informed decision making by overseeing impact tracking and feedback loops to evaluate outcomes and identify areas for improvement

Volunteer Management

- As we go through a transitional change with the volunteer programme, the role will design and deliver training pathways that equip volunteers with new skills, confidence, and opportunities for growth.
- Recruit, train, and develop volunteers to build a skilled, motivated team by driving new opportunities and building pathways to future opportunities.
- Coordinate volunteer activity to ensure efficient pantry and café operations, while celebrating achievements and cultivating a culture of empathy, inclusion, and personal growth.

Member Management

- As we move into the next phase of the pantry deliver person-centred support throughout the member journey, from onboarding and offboarding a 6 month membership of wraparound care.
- Delivering a basic level of Information, Advice and Guidance to pantry members which includes signposting and identifying referral needs.
- Maintain partnerships with organisations within the advice sector
- Identify needs, strengths, and safeguarding concerns early, responding with sensitivity and appropriate referrals to ensure every member feels safe, supported, and respected.
- Maintain accurate data to evidence social value and inform programme development.

Food Operations Management

- Oversee food operations, including stock management, supply chains, and café provision, ensuring consistency and dignity in service.
- Cultivate relationships with surplus food providers, local businesses, and internal teams to sustain reliable food access.
- Implement systems that not only enhance efficiency but also create a welcoming, dignified experience for every member who walks through the door.



Facilities, and Health & Safety Management

- Ensure pantry and café environments meet hygiene, safety, and regulatory standards.
- Monitor and maintain facilities to support smooth, safe service delivery.
- Lead on operational compliance and uphold procedures that safeguard dignity and wellbeing for all users.

Finances

- Manage pantry payments and banking processes to ensure secure, transparent financial operations.

Person Specification

We're looking for someone who is not only highly organised, but also compassionate, collaborative, and calm under pressure confident managing projects and people, with experience supporting the public and vulnerable individuals. You'll bring strong communication skills, a positive attitude, and the ability to lead volunteers with warmth and professionalism in a dynamic, people-focused environment.

Essential Criteria

- Proven experience in community engagement and partnership working.
- Experience in engaging and building relationships with stakeholders and partners
- Strong interpersonal skills with the ability to build trust and rapport with diverse groups, including volunteers and service users.
- Ability to support and motivate others
- Ability to deliver person-centred support
- Confident in delivering basic Information, Advice and Guidance
- Strong project management and organisational skills with an eye for detail.
- Excellent organisational skills and ability to coordinate multiple activities simultaneously.
- Experience using CRM systems or similar tools to manage data and track impact.
- Ability to manage multiple tasks and work efficiently in a dynamic environment.
- Flexible and agile approach

Desirable Criteria

- Experience in community food programmes, or similar initiatives.
- Knowledge of the advice sector and local support services.
- Level 3 NVQ Certificate in Advice and Guidance
- Lived experience or deep understanding of the challenges faced by marginalised communities.

To apply, please send your CV to lizzy.clark@harishill.co.uk. The deadline for applications is 8 January 2026, however applications are reviewed on a rolling basis and may close early if sufficient numbers are received.