



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: 4-5 days per week

Application deadline: Tuesday 10th March. To apply, send your CV and covering letter to Lizzy Clark at lizzy.clark@harrishill.co.uk.

Do you love building relationships with people from all backgrounds, and get a kick out of delivering high-quality services that can support them? Do you prefer rolling your sleeves up and making things happen to working quietly behind a screen? Would you be happy to go out and persuade local food suppliers to share their surplus food with our community? Do you get out of bed in the morning wanting to make a difference to the people around you?

If so, you could be the right person to join the small but mighty team at Cook for Good, a social enterprise which is transforming outcomes for the community on the Priory Green Estate in Kings Cross. Read on to find out what we're looking for, and how you could fit in.

Key responsibilities

Four years in, we're keen to take our community programme to another level, by building stronger relationships with our community members, and making sure we're delivering the support that they want and need. So we're looking for a warm, friendly and approachable individual who will help us create welcoming spaces with dignity at their heart, where our members, volunteers and partners feel like part of our wider family.

You'll be the first point of contact for our Pantry members, providing person-centred wraparound support, and connecting them with wellbeing, information, advice and guidance services. Alongside this, you'll be working to create an inclusive, compassionate environment, guiding volunteers through their training and development to help them thrive in their roles and, in some cases, be ready to move on.

You'll lead with empathy, curiosity and genuine interest in people's stories, making sure that everything that happens in our spaces reflects Cook for Good's ethos of care and inclusion.

Project oversight

- Be a warm, welcoming and trusted presence in the Pantry, building supportive, lasting relationships with members and volunteers, underpinned by a clear sense of dignity and inclusion.
- Set a new standard for relationship-driven engagement with community members, partners and stakeholders, making sure everyone is connected, and understands and shares our values.

- Use insights, impact data, and feedback to drive continuous programme improvement, and strengthen the relationships and experiences at its heart.

Volunteer management

- Build and sustain strong, trust-based relationships with volunteers, ensuring they feel valued, supported, and connected to the organisation.
- Develop an inclusive, engaging volunteer programme that motivates individuals and celebrates their achievements, providing training and development opportunities that will support their personal growth.

Member management

- Be the go-to person for Pantry members, building warm, engaging relationships with and between individuals, and providing friendly, person-centred support throughout their journey.
- Develop and offer clear guidance, signposting, and sensitive responses to individual needs.
- Build strong connections with partner organisations and ensure accurate data recording to support referrals, safeguarding and continuous programme improvement.

Food operations management

- Build relationships with a wider network of local businesses and surplus food suppliers, creating a reliable, regular supply of food for our Pantry.
- Oversee food operations, including stock management, supply chains, and café provision, ensuring that members are warmly and consistently served by our team.
- Implement systems that are not only efficient, but also provide a welcoming, dignified experience for everyone who walks through the door.

Facilities and health & safety management

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

Other duties

- Manage Pantry payments and banking processes to ensure secure, transparent financial operations.
- Support with the administration of Community Programmes

Person Specification

We're looking for a can-do individual who brings energy, warmth, and a genuine love of engaging with people. You'll be highly organised and confident managing projects and teams, while remaining compassionate, collaborative, and calm under pressure. With strong communication skills, and experience supporting the public and vulnerable individuals, you'll lead volunteers with positivity and professionalism in a dynamic, people-focused environment. You'll relish the fact that no two days are the same and be keen to leave at the end of each day knowing you've had a positive impact on people's lives.

Essential criteria

- Proven experience in community engagement and partnership working
- Experience in engaging and building relationships with stakeholders and partners
- Exceptional interpersonal skills, with the ability to build trust and rapport with diverse groups, including volunteers and service users
- Confidence in supporting and motivating others, through face-to-face, person-centred activity
- The ability to deliver core information, advice and guidance
- Strong project management and organisational skills, with a keen eye for detail
- Excellent organisational skills, with the ability to coordinate multiple activities at the same time
- Experience using CRM systems or similar tools to manage data and track impact
- The ability to manage multiple tasks and work efficiently in a dynamic environment
- A flexible and agile approach, ready to respond to the unexpected

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

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.

The application deadline for this role is 10th March 2026. To apply, send your CV and covering letter to Lizzy Clark at lizzy.clark@harrishill.co.uk.