



Citizen Engagement Assistant

JOB PACK



The Food
Foundation

About us

We believe everyone in the UK deserves access to an affordable, healthy and sustainable diet. We have various projects to reach different groups to improve children's diets, increasing uptake of plant rich diets, influence food policy and inspire change in food and retail businesses and how investment works. We are a small charity that has grown thanks to our success in responding to government announcements, quickly gathering interest and advocating in dynamic ways to create change in the food system.

- Our small enthusiastic and dedicated team makes us agile
- Our search for evidence-based solutions makes us impactful
- Our skill in shaping powerful coalitions and harnessing citizens' voices makes us collaborative.
- Our drive to identify new opportunities for action, and test new levers for change makes us innovative.

Location

Most of our staff work hybrid and some work remotely, but some roles are full time office based. We have an office in the heart of vibrant Brixton. We share our office space with many other small charities, with communal lunches. There are resident dogs and social events for staff in London.





Our vision

We believe in a sustainable food system which delivers health and wellbeing for all.



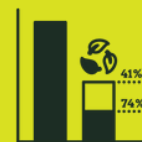
Improving
children's diets



Increasing uptake of
plant rich diets



Influencing food
policy



Inspiring change in
food businesses and
investment

Welcome

I really hope once you've taken a look inside this job pack you will decide you'd like to join us.

We are a talented team of 24 people with a mix of communications skills, deep policy knowledge, broad business networks, campaign experience, nutrition and environmental expertise and most importantly a passion to make it easier for everyone to eat well. We pride ourselves in being nimble and adaptable to the changing context in which we're operating. This year we have a new government which is creating new opportunities for us to get our evidence into the hands of policy makers to tackle some of the problems with the food system.



Back in 2015, The Food Foundation was born and I was the charity's first employee. From small beginnings, we've always had a big ambition: to make it easier for everyone in Britain to eat well, regardless of their circumstances. And we go about this by starting with evidence and then using it to convince policy makers, business leaders and investors to take action.

At the heart of what we do is changing the environments in which we are all making decisions about what to eat, so that those environments make healthy and sustainable choices more affordable, accessible and appealing. Rebalancing the food system so that it is not so dominated by junk food and meat and dairy is challenging because you're fighting against some big commercial incentives, but in our first nine years we've influenced some important commitments by both policy makers and businesses. Progress always feels too slow, but change is definitely happening.

We're also a collaborative bunch. I feel strongly that charities with aligned missions should not compete with one another, and so we try and reflect that approach in our extensive network of partnerships with civil society organisations and academics. If you join us you will quickly develop an extensive network.

If you want to be part of a team making change happen, here and now, then please consider applying. We would love to hear from you.

Anna Taylor
Executive Director





Our stakeholders



Our benefits

- 25 days holiday per year, plus bank holidays.
- Pension with 5% employer contribution.
- A flexible approach to working hours, patterns and location.
- Access to training and personal development opportunities.
- Cycle to work scheme.

Our values

Collaborative

Creative & innovative

Trustworthy & credible

Bold & impactful



The Food
Foundation

Summary details

Hours: Full time, 37.5 hours per week

Starting Salary: £30,240 - £32,100. Salary will depend on experience

Contract: Permanent

Working pattern: This is a London based role (our office is in Brixton, London) and you will be expected to work at least 2 days per week from the office.

How to Apply: On the last page of this job pack

Job purpose

The Citizen Engagement Assistant at The Food Foundation will provide support for our citizen engagement work. They will work closely with the Citizen Engagement Manager, the Head of Development and Campaigns and the wider team to support our work with Young Food Ambassadors and Adult Food Ambassadors.

The Food Ambassador programme is a well-established volunteer programme, which aims to amplify the voices of people with lived or living experience of food insecurity in The Food Foundation's work. You will be a key member of the Citizen Engagement team and will be involved in supporting all aspects of our work, from administration, to events, to recruitment of new ambassadors.

- Are you people-centred, with experience of working with people from diverse backgrounds?
- Do you like a varied role, working across different teams both inside and outside of the organisation?
- Are you organised and have attention to detail?
- Are you flexible and able to work to tight deadlines?
- Are you a sensitive communicator who encourages inclusive practices?

If the answers to these questions are yes, we would love to hear from you!

You can see more about the kind of work we do with the Food Ambassadors [here](#).



Job purpose cont'd

This is an exciting and challenging role, providing support for our programme of work with citizens. We have been running a successful Food Ambassador programme for a number of years, supporting young people and adults who are experts by experience to campaign for changes to the food system to ensure everyone can access a healthy and sustainable diet. All of the ambassadors have experience of living on a low income.

The Food Ambassadors have met with Government Ministers, worked alongside top chefs and celebrities, been interviewed on the news, lobbied their MPs and spoken in meetings up and down the country. We are looking for a Citizen Engagement Assistant who can play a key role in our team. This is a varied job, and will need someone who can multi-task, can deal sensitively with people, and who is happy to get stuck in.

The Citizen Engagement Assistant will provide a mixture of administrative and project support for all our citizen engagement work, be responsible for nurturing and supporting the Food Ambassadors, and ensuring that the Food Foundation's evidence and recommendations for action are informed by their lived experience. This role will include the opportunity to lead on event logistics and smaller project management.

The postholder will be responsible for building the cohort of ambassadors, to ensure the programme is well representative of different communities from across the UK. They will manage the recruitment, screening and onboarding of new recruits. They will actively seek out ambassador opportunities and support Food Ambassadors to share their experience of the food system's impact and help ensure this is included in our communications, research, events and media.

With support from the Citizen Engagement Manager, the Citizen Engagement Assistant will prepare the Ambassadors for meetings with policymakers and the media, for panel discussions and talks, and will set up and support these opportunities.

The Citizen Engagement Assistant will also support with embedding the Food Ambassador Advisory Board (FAAB) at The Food Foundation. The FAAB has strategic oversight of The Food Foundation's direction and policies. The role holder will be responsible for setting up and facilitating FAAB meetings alongside the Citizen Engagement Manager.





Responsibilities

Main Responsibilities

- Act as the first point of contact for new enquiries about the Food Ambassador programme.
- Support the onboarding of new ambassadors, including outreach and recruitment.
- Liaise with and provide on-going and appropriate communication with existing ambassadors, including regular newsletters and monthly online catch-ups.
- Support with organising training and skills sessions for the ambassadors based on their skills / knowledge gaps or interests as food activists.
- Carry out administrative support for ambassador and other citizen engagement activities, including organising transport, overseeing payment of expenses, and ensuring all appropriate paperwork has been completed.
- Maintain a database of all our ambassadors and their activities. Work with manager to create end of year impact reports.
- Support at events and other activities such as media stunts, residentials, and meetings
- Assist the preparation and briefing of Food Ambassadors prior to events, meetings with officials or the media, including preparing briefing documents and presentations on our policy areas.
- Setting up and accompanying Food Ambassadors to meetings with officials, MPs, funders or the public, aiding communications and ensuring they are supported to share their experiences with confidence.
- Support the preparation of risk assessments and safeguarding, alongside the Citizen Engagement Manager and Head of Campaigns.
- Work with Food Foundation partners to include Food Ambassadors in new opportunities.
- Liaise with Ambassadors to prepare quotes, blogs and other material to feed into Food Foundation communications and reports.
- Support the Citizen Engagement Manager to update relevant policies in line with legal requirements e.g. Safeguarding.

This job description is intended as an outline indicator of general areas of activity only. The Food Foundation is a small charity and as such all staff are expected to vary their duties as necessary to meet the needs of the organisation.

Person profile

Preferred experience

- Experience of planning and organising your own workload and dealing with conflicting priorities.
- Comfortable working under pressure and flexibly switching between tasks, often at short notice.
- Using initiative and discretion to action items requiring immediate attention, referring matters on to others as appropriate.
- Excellent oral and written communication skills, and experience of using a variety of communication methods.
- Ability to solve problems, using information from a variety of sources to aid analysis and make timely decisions, with high attention to detail.
- Excellent IT skills with a good working knowledge of Microsoft Office and experience of working with spreadsheets, and database entry.
- High levels of professionalism, with the ability to use absolute discretion, initiative, and personal judgement for dealing with sensitive and confidential matters.
- Excellent interpersonal skills and the ability to work collaboratively, build good relationships and influence others.
- A demonstrable commitment to equal opportunities, inclusion and diversity.
- Experience of organising meetings, online and in-person.
- Understanding of safeguarding processes and carrying out risk assessments.
- Experience of working with volunteers.

Other

Willingness to travel around the UK for events, meetings and recruitment of Food Ambassadors.

Willingness to work some evenings and weekends when necessary. (For example, we often do evening meetings with our Young Food Ambassadors as it has to be outside of school hours). Time will be given off in lieu.



How to apply

Deadline to apply: Thursday 13th November

Please apply as soon as you can. We will interview candidates as appropriate applications are received. Please apply to office@foodfoundation.org.uk (with 'Citizen Engagement Assistant' as the subject) with a cover letter and up-to-date CV. Please use your cover letter to:

- Explain why you want the role.
- Briefly describe how you meet the skills section of the person's profile.
- Briefly describe your own lived experience, understanding and/or ally-ship on the issues surrounding equality, inclusion and diversity.

Application process

Our recruitment process aims to see candidates at their best. That's why we set out the process from the beginning. The interviews will be held at the Brixton Office. We will aim to inform shortlisted candidate by 20th November and first round interviews will take place the week beginning 24th November.

The Food Foundation is committed to creating a diverse work environment, as we know a diverse workforce brings with it a diversity of ideas, thinking and different ways of working which enhance what we do. We recognise we have work to do to improve diversity and inclusion within our organisation. We welcome and encourage applicants from underrepresented backgrounds to apply.

The successful candidate will be subject to enhanced DBS check, will have the right to work in the UK and able to offer 2 satisfactory references. We may not be able to respond to all applicants due to the high volume of applications.

