



Citizen Engagement Manager

WE'RE HIRING!

Permanent Full-time role

Hours: Full-time 37.5 hours per week

Salary: London Hybrid or Remote Working G4 £43,092 per annum (£38,783 remote)

There is some working during evenings and weekends when required

Contract: Permanent

Requirements: An enhanced clean DBS check, obtained through The Food Foundation plus two references

Job purpose

This role will lead our citizen engagement work and oversee the Food Ambassador programme. The Food Foundation's Ambassador programme is a volunteer programme that consists of passionate food activists from across the UK, aged 14 years and up. The programme aims to amplify the voices of people with lived experience of food insecurity. The Food Ambassadors, as experts by experience, share their stories and insights in campaigns, research, at events, with policymakers and the media. Together, we advocate for food system that ensures everyone can access a healthy and sustainable diet.

The postholder will be responsible for supporting the ambassadors and facilitating their inclusion in both The Food Foundation's work, research and campaigns, as well as that of our partner organisations, in order to bring visibility to the ambassadors and their lived experience. The Citizen Engagement Manager will also work with government departments to strengthen relationships between the Food Ambassadors and civil servants. The postholder will also be responsible for recruitment and onboarding of new recruits alongside the Citizen Engagement Assistant, and ensuring the programme is representative of diverse experiences.

The post holder will work with our communications team to increase the impact of our media and social media engagement by giving opportunity to Ambassadors to explain the reality of the food system's impact through their personal stories. The post holder will also work with our business and policy engagement teams to create opportunities for our Ambassadors to provide advice on priorities for our research, the development of policy and practice recommendations. They will be responsible for the development of strategic thinking on our work with citizens as well as the safeguarding lead for the organisation.



Main responsibilities

Strategy

- Lead on ensuring citizen engagement is prioritised across the organisation's strategic impact areas, and monitored and evaluated alongside other organisational objectives.
- Develop relationships with partners and government departments to widen the visibility of the Food Ambassadors and embed them as advisors across various projects or policy areas
- Ensure the effectiveness of the Food Ambassador Advisory Board (FAAB) as a mechanism to ensure the organisation gains strategic input from a lived experience board
- Work with SMT and the trustees to support the organisation's Justice, Equity, Diversity and Inclusion (JEDI) work, embedding this in the Food Ambassador programme

Support and management of Food Ambassadors

Alongside the Citizen Engagement Assistant develop strong volunteer manager relationships with the ambassadors in order to:

1. Develop their skills as food activists through training (both internal and external)
2. Develop their knowledge base equipping them with evidence about the impacts of the food system and policy solutions
3. Widen their influence by building relationships with other organisations, policymakers and businesses
4. Take on advisory roles as part of panels or boards for internal and external projects, as well as government
5. Initiate change in their local communities
6. Provide a wide range of opportunities suitable for diverse skillsets, interests and availability
7. Maintain a flexible and inclusive programme that engages people who may struggle with regular commitments and is tailored to their abilities

They will also:

1. Lead the recruitment of ambassadors as and when needed
2. Review on an on-going basis existing Citizens policies, procedures and guidance to ensure they are compliant with current regulatory and statutory requirements, best practice and internal policies including health and safety, safeguarding and data protection.
3. Be responsible for the lifecycle of volunteers (including the exit process)
4. Line manage the Citizen Engagement Assistant

Providing expert advice on citizen engagement

The role holder will be an expert in citizen engagement and volunteer management. They will:

- Contribute to the organisational learning on best practice for engaging citizens
- Attend conferences to share learnings from the Food Ambassador programme
- Support partners to develop their own citizen engagement initiatives



Main responsibilities, continued

Projects, Media & Campaigns

- Manage various projects, including co-produced projects with the Food Ambassadors
- Write reports, blogs and briefs including the Food Ambassador's input, using their expertise to bring light to food system challenges and solutions
- Work closely with the Policy Team to facilitate Food Ambassador input into consultation submissions, policy development and other projects
- Manage lived experience panels and boards, developing terms of reference, recruiting citizens and ensuring they have a fulfilling role
- Liaise with the media (journalists) on opportunities arising for the ambassadors, working closely with the Communications Team
- Develop the ambassadors communications and advocacy skills through formal and informal capacity building – whether in mainstream or social media
- Lead on briefing ambassadors for media opportunities and events
- Co-create campaigns with the ambassadors using their skills and set by their priorities

Safeguarding

The role holder will act as the safeguarding lead for the organisation. This involves:

- Updating and implementing safeguarding policies and risk assessments
- Writing quarterly Safeguarding Reports for the Board of Trustees
- Ensuring safeguarding procedures are implemented across the organisation, with staff volunteers being aware of their safeguarding responsibilities
- Providing advice and support to colleagues internally on safeguarding considerations when needed
- Work with The Food Foundation's external safeguarding expert advice team (Athena) to ensure the organisation follows best practice in 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

Technical Skills

- Significant experience of working with volunteers or citizens, with a sound understanding of safeguarding
- Well organised self-starter, confident working, travelling and meeting people all over UK
- Manages competing deadlines with tight turnarounds (e.g. a media request may come up last minute that needs actioning and briefing)
- Significant training/presentation skills and facilitation experience
- Strong knowledge and experience of developing and implementing volunteer databases and other systems/processes to maximise the effectiveness of the recruitment, allocation and general management of volunteer resources
- Proven strong financial management skills with previous experience of managing budgets, developing spending plans, and delivering financial reporting as required
- Well versed in social media engagement in relation to campaigns

Personal Skills

- Line Management Experience
- Excellent people engagement and facilitation skills with a track record of establishing productive engagement from a wide range of people with different life experiences, online and dispersed over different locations
- Ability to work effectively in a small, nimble team, adapting to changing demands and priorities who can use their own initiative
- Quick, confident yet considered decision maker
- Excellent verbal and written communication skills, and an ability to tailor written and verbal communications to a wide range of different audiences including young people
- Clear, articulate communicator capable of relating to, inspiring and motivating people, and speaking in public or to the media
- Demonstrable passion for citizen engagement, amplifying lived experience or campaigning
- Commitment to the value of justice, equity, diversity and inclusion and evidence of implementing these in a workplace setting

Desirable Experience

- Three or more years' experience working directly with volunteers or citizens, with a sound understanding of safeguarding
- Experience of communicating lived experience and working with citizens from a low income background



Applications due by 9am on Thursday 15 October 2026

Please apply to jobs@foodfoundation.org.uk (with 'Citizen Engagement Manager' as the subject) with an up-to-date CV, a cover letter and answers to the following (no more than 300 words each):

- Please explain what attracted you to this role,
- Briefly describe how you meet the requirements of this role, and
- Please share an example of a time when you demonstrated the skills that this role requires.

Please remove your name and any identifying information from your CV. We use anonymised CVs to ensure assessment without bias.



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.

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 business &
investment

Our values

Collaborative

**Creative &
innovative**

**Trustworthy &
credible**

**Bold &
impactful**

Our stakeholders



**The Food
Foundation**



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.

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.

Welcome

From our Executive Director Anna Taylor:

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 28 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 the government 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 ten 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.

