



Chief Operating Officer

ABOUT HOT BREAD KITCHEN

Hot Bread Kitchen's (HBK) mission is to create economic mobility for individuals impacted by gender, racial, social, and/or economic inequality in New York City, historically using the vibrant potential of the food industry as a pathway forward. We seek to expand skills, connections, and life-changing opportunities for talented women and small businesses. We were founded in 2008, and in the time since, have grown into a hub of economic opportunity in New York City, generating over \$100 million in regional economic impact and sustaining a highly-regarded workforce development program and small business incubator.

Our workforce development program has traditionally provided hands-on training, English language instruction, job readiness preparation, and job placement support that has helped nearly 300 women enter the culinary workforce and experience the stabilizing impact a regular paycheck can have for them and their families. From our incubator kitchen, 230 small businesses—the majority of which are either below the area median income or women- and/or minority-owned—have created more than 370 jobs. The entrepreneurs behind these ventures have been able to test, scale, and innovate with their products, as our small business program provides the support and space needed to make the risky proposition of entrepreneurship less risky.

THE OPPORTUNITY

With 12 years of operational success under our belt, the board and leadership are focused on defining our next stage of growth in the context of New York City's economic recovery and our ability to seed and scale high impact programs. The COO will join us in a 2021 board-staff strategic planning process for the organization.

We seek a mission-focused, seasoned, strategic, and process-minded leader with experience scaling an organization, leading an executive management team, and developing a performance culture among a group of diverse, talented individuals. The COO must be a leader who is able to help others at Hot Bread Kitchen deliver measurable, cost-effective results that make the vision a reality. While it is essential that the COO bring efficient and effective systems to increase the productivity of the organization, it is also critical that the team retain the creative spark and passion for the organization's DEIA and economic opportunity principles that is the heart of Hot Bread Kitchens social enterprise history and current community and programming.

GENERAL RESPONSIBILITIES

Reporting to the CEO, the COO will lead Hot Bread Kitchen's programmatic growth and internal operations and will have the following responsibilities:

- Work in partnership with CEO, board, leadership team and staff to develop the 3 year strategic plan and implement new processes and approaches to achieve it,
- Produce and implement a Balanced Scorecard metric throughout the organization
- Serve as the internal leader of the organization:
 - Coordinate the annual operations plan and budget
 - Lead the performance management process that measures and evaluates progress against goals for the organization

- Instill a human capital development and “coaching” culture within Hot Bread Kitchen; Provide for all staff a strong day-to-day leadership presence across on-site and remote operations; facilitate cross-departmental collaboration and strengthen internal communications with staff; create and promote a positive work environment that supports the organization’s strategy and cultivates Hot Bread Kitchen’s principles and culture within the organization.
- Lead and manage the organization’s:
 - Program leaders ensure ongoing programmatic excellence and rigorous program evaluation.
 - Office and facilities leaders to ensure staff and programs are supported with physical infrastructure

KEY QUALIFICATIONS

As a prerequisite, the successful candidate must believe in the core values of Hot Bread Kitchen and be driven by the mission. The candidate should demonstrate a passion for breaking new ground to lead social change. Beyond that, we are seeking a candidate that has proven experience in scaling an organization and a demonstrated ability to both lead and build the capabilities of a passionate, bright, diverse team.

The successful candidate will most likely have had management experience with a non-profit organization. As noted, this is an organization driven by the values of its people, so experience in managing a “values-driven” organization will be highly prized.

Additional requirements are:

- Results-proven track record of exceeding goals and a bottom-line orientation; evidence of the ability to consistently make good decisions through a combination of analysis, wisdom, experience, and judgment; high level of business acumen including successful P&L management; the ability to balance the delivery of programs against the realities of a budget; and problem solving, project management, and creative resourcefulness
- Strategic Vision and Agility—ability to think strategically, anticipate future consequences and trends, and incorporate them into the organizational plan
- Capacity Building—ability to effectively build organization and staff capacity, developing a top-notch team and the processes that ensure the organization runs smoothly
- Leadership and Organization—exceptional capacity for managing and leading people; a team builder who has experience in scaling up organizations; ability to connect staff both on an individual level and in large groups; capacity to enforce accountability, develop and empower leaders from the bottom up, lead from the top down, cultivate entrepreneurship, and learn the strengths and weaknesses of the team so as to put people in a position to succeed
- Action Oriented—enjoys working hard and looks for challenges; able to act and react as necessary, even if limited information is available; not afraid to take charge of a situation; can overcome resistance to leadership and take unpopular stands when necessary
- General Management—thorough understanding of finance, systems, and HR; broad experience with the full range of business functions and systems, including strategic development and planning, budgeting, business analysis, finance, information systems, human resources, and marketing
- Solid educational background—undergraduate degree required; MBA or similar advanced degree highly desired

COMPENSATION

This is an outstanding opportunity for a highly motivated professional to assume a pivotal role in the evolution of a fast-growing, highly respected organization. We are seeking an individual of outstanding quality with a respected track record. Hot Bread Kitchen is prepared to offer a very attractive compensation package, including a competitive base salary of \$125,000-\$135,000, as well as health benefits, 401(k), and a flexible vacation policy.

LOCATION

This position will begin fully remote, with the view of returning to onsite work at our offices in Brooklyn (Flushing G and J/M) once it is safe to do so per city, state, and organizational guidelines.

TO APPLY

Applications must include a cover letter, resume, salary requirements and should be sent to: hr@hotbreadkitchen.org. Please include "COO - Your Name" in the subject line.