



HOT BREAD KITCHEN

CHIEF PROGRAM OFFICER



The Organization:

Founded in 2008, Hot Bread Kitchen is a New York City–based nonprofit dedicated to advancing economic mobility through the vibrant New York food industry. With a north star of creating lasting pathways to opportunity, the organization supports people with barriers to employment in building sustainable careers and businesses. We offer small food business incubation and acceleration programs; culinary, hospitality and food industry management training; tailored job placement; and individualized wraparound supportive services to support our members' success.

Hot Bread Kitchen's environment is entrepreneurial, growth-oriented, collaborative, and fast-paced, while always being mission-focused. Over the past several years, we have experienced significant growth—expanding our programs, deepening partnerships with food sector employers across the City, and increasing the number of New Yorkers we serve. In 2025, we accepted 7,000 applications for our programs and enrolled 705 individuals, while working in partnership with a network of nearly 400 food employer partners and more than 250 nonprofit and government partners. Hot Bread Kitchen stands as a critical opportunity engine within the City's vibrant food ecosystem, connecting talent to meaningful careers and helping individuals and businesses thrive.



Position Overview:

A member of the executive team, the Chief Program Officer (“CPO”) is a senior executive tasked with overseeing the strategic and day-to-day direction of Hot Bread Kitchen’s programs. The CPO leads all program innovation, design, implementation and impact measurement, while providing motivational and inspirational leadership to all organizational staff, with a focus on the program team. A seasoned leader with a steady, objective presence and a commitment to continuous improvement, the ideal candidate thrives on analyzing complex information and ensuring processes are optimized for accuracy and efficiency, while also taking ownership, being results-driven, and delivering impact.

At a pivotal moment of organizational growth, the CPO will play a critical role in strengthening operational infrastructure, building scalable systems, and ensuring that programs are delivered with clarity, consistency, and measurable impact. This leader will balance strategic execution with operational excellence—translating vision into disciplined workplans, clear priorities, and sustainable processes across a complex portfolio of programs.

Equally important, the CPO will also be an exceptional people leader who centers staff development, trust-building and team cohesion – co-creating solutions with staff and grounding decisions in the lived experiences of the organization’s members. The CPO will ensure that growth and innovation are built in partnership with and through the strength of the existing team.

As a senior executive, the CPO is a lead participant in the organization’s strategic planning and decision-making and helps to ensure that program strategy and delivery advance the overall mission and direction of the agency. The CPO reports directly to the Chief Executive Officer (“CEO”) and oversees five direct reports and a total team that is currently comprised of 40+ staff members working 9AM-10PM nearly daily, and delivering: (1) workforce development; (2) small business development; (3) community and member engagement; and (4) program evaluation, training, and innovation.

This role requires a highly autonomous, experienced leader who can quickly assess organizational needs, implement improvements, and operate effectively in a fast-paced, high-expectation environment.

The CPO will also engage the Board of Directors under the direction of the CEO, providing reports at Board meetings and serving as the staff liaison to the Program Committee, and will engage with advisory boards in various capacities.

Key Responsibilities:

Leadership and Program Strategy:

- Act as a thought partner to the CEO on all aspects of organizational strategy and day-to-day operations, including but not limited to the organization’s programs.
- Act as a trusted and effective partner to the CEO in a fast-paced, highly collaborative environment—offering data-driven recommendations, helping to prioritize competing demands, and challenging thoughtfully, constructively as needed to ensure focus and maximize impact.
- As a member of the executive team, provide holistic strategic and operational oversight to the organization and its employees.
- Partner closely with the Chief Financial & Operating Officer (CFOO) as a key collaborator, aligning program strategy with operational planning, budgeting, and infrastructure to support sustainable growth.
- Co-own organizational priority-setting, long-term planning, and execution with executive team peers, ensuring alignment across functions.
- In partnership with all senior leadership, play a lead role in the overall development, strategic planning, service delivery, and management of Hot Bread Kitchen’s programs.
- Translate organizational strategy into clear, actionable workplans, and KPIs, ensuring alignment across programs and accountability for results.
- Directly supervise key program areas, working closely with senior program staff to build their skills and confidence so that they can develop and deliver impactful, relevant, and innovative programming.
- Establish annual program and staff goals and objectives and track results against these goals as well as accountability protocols, ensuring that the expectations of funders, partners, constituents, clients, and other stakeholders are consistently met.
- Drive clarity and discipline to prioritization, ensuring teams are focused on the highest impact work and reducing unnecessary burden and inefficiencies across the organization.
- Oversee effective program operations, including maintaining up to date program policies, protocols, and processes that ensure equity and safety during service delivery.

- Lead efforts to streamline and strengthen core operational processes, improving efficiency, consistency, and scalability across all programs.
- Ensure sufficient risk mitigation within, and adequate staffing of, all programs, across all sites and hours of operations; lead, or appropriately delegate, the response to any program-related emergencies.
- Alongside the executive and senior team, serve as an internal and external spokesperson and bridge-builder on Hot Bread Kitchen's programs and systems change work.
- Partner with external stakeholders, including funders and donors, to clearly articulate program strategy, outcomes, and impact.

Evaluation, Impact Analysis, and Innovation:

- Consistently explore opportunities for program expansion and innovation by staying abreast of key workforce and small business development trends and issues. Identify and incubate new program opportunities driven by program data and through external trends and issues.
- Ensure timely data collection and reporting so that all staff have one source of data
- Analyze, assess, and continuously improve programs based on data collected and implement corrective measures if needed.
- Use data and cost-benefit analysis to inform decision-making, prioritization, and resource allocation.
- Oversee artificial intelligence innovation at the organization.

Team Leadership and Management:

- Serve as an exceptional people manager who builds trust, cohesion, and strong relationships across a diverse, highly talented team of 40+ staff.
- Lead a high-functioning Program Leadership Team (PLT), establishing consistent management structures such as weekly leadership meetings, shared planning templates, and prioritization tools that drive alignment, accountability, and cross-team visibility.
- Create a culture where staff feel heard, valued, and empowered—actively engaging team members in shaping strategy and decision-making.
- Determine staffing plans to achieve program goals and objectives and participate in hiring decisions for new program staff, ensuring alignment with Hot Bread Kitchen's core competencies and values
- Identify skills gaps and needs and ensure training opportunities that will develop program staff capacity to deliver impactful programming.
- Organize program staff offsites to develop team cohesion and connection with another and the work.

Fundraising and Fiscal Management:

- Partner with the Chief Advancement Officer and Vice President of Development, supporting fundraising efforts, including grant concept development, writing, reporting, and meetings with funders, government agencies, and other stakeholders.
- Effectively translate program outcomes and impact into compelling, data-driven narratives for funders and external stakeholders.
- Partner with the CFOO and members of the program senior team to prepare an annual program budget and manage effectively within this budget.



The Leader:

Qualifications and Experience:

- Has a deep passion for Hot Bread Kitchen's mission and vision to advance economic mobility utilizing New York City's vibrant food industry.
- At least 8 years of senior management experience overseeing a team or department that includes managers of managers, preferably from a nonprofit organization focused on workforce development, with the ability to lead program and data metrics functions.
- Experience leading complex program operations at scale (40+ staff), with a track record of improving systems, processes, and team effectiveness.
- Excellence in organizational management with the ability to coach senior-level staff to manage and develop high-performance teams and implement program strategies.
- Exceptional collaboration and people management skills, with a demonstrated ability to build trust; develop strong relationships; work effectively with diverse communication styles; and create cohesive, high-performing teams.
- Analytic and decisive decision maker with the ability to prioritize and communicate to staff key objectives and tactics necessary to achieve organizational goals.
- Unwavering commitment to quality programs and data-driven program evaluation.
- Experience building or strengthening program evaluation frameworks, including KPIs, impact measurement, and workforce development outcomes.
- Exceptional written and verbal communication skills; a persuasive and passionate communicator with strong public speaking skills.
- Action-oriented, entrepreneurial, flexible, and innovative approach to operational management.
- Demonstrated "roll-up-your-sleeves" approach and willingness to deeply engage in program work and understand frontline realities.
- Deep curiosity, humility, relationship-builder, integrity, positive attitude, mission-driven, and self-directed.
- A commitment to the values of diversity, equity, inclusion, and belonging and passion for social justice and the organization's greater mission.
- Strong preference for candidates with Salesforce experience; familiarity with the food/hospitality industry and/or social enterprise models is highly desirable.

Location:

- Hot Bread Kitchen's headquarters is located at 75 9th Ave., Suite 0610, New York, NY 10011, however programming takes place in other locations throughout New York City. This role is in-person with flexibility for hybrid when possible.
- Requires occasional travel (3-4 times per year) and regular availability for evening events.

Compensation:

- Commensurate with experience. The salary range for this position will be \$200,000 - \$210,000 annually.
- In addition, Hot Bread Kitchen offers a generous benefits package including comprehensive medical, dental, & vision insurance, generous PTO, 401K, and much more.

Organization Values:

Hot Bread Kitchen is driven by a feeling of commitment to support members, teammates, and partners. The culture of equity comes from the many cooks in the kitchen and the diversity of perspectives each person brings. We believe that respect goes a long way in making people feel welcome, accepted, and celebrated. We seek out opportunities for connection and become a stronger team by being in community and prioritizing candor over consensus. The pace of the work and velocity of change can be quick; our entrepreneurialism helps them take optimistic risks and pursue inventive solutions.



**

If you have an interest in this opportunity, please share a resume and brief cover note to:

Neeta Mehta
Partner, Bridge Partners
neeta.mehta@bridgepartnersllc.com

Tory Clarke
Partner, Bridge Partners
tory.clarke@bridgepartnersllc.com

Priority will be given to applications submitted by June 5th 2026
although we will continue to receive and review applications until the position is filled.