

**JOB DESCRIPTION**

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| **POSITION TITLE** | **Delicatessen Assistant** |
| **STORE** |  New World Cambridge |
| **DATE** |  May 2025 |
| **REPORTS TO** | Delicatessen Manager |
| **PURPOSE OF POSITION** | Prepare, pack and present and deli products and serve customers at the Deli counter. |
| **STORE VISION** |  To provide our customers with a shopping experience which is satisfying and meets their needs and which encourages them to return on a regular basis |
| **STORE VALUES** |  **I**n it together**A**bove the line**C**ourageous**T**hink Customer |

**REPORTING STRUCTURE**

**RELATIONSHIPS**

# INTERNAL

* Owner Operator
* Department Manager
* Team members
* Other store staff

# EXTERNAL

* Foodstuffs’ employees
* Delivery drivers
* Customers

**ACCOUNTABILITIES**

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| **OPERATIONAL** | * Undertake Deli food preparation and presentation.
* Stock Deli cabinet, cases and freezers
* Serve customers across the deli counter and attend to customer queries
* Assist weekly deep clean and set up of deli cabinet
* Undertake Deli floor cleaning, rubbish removing and other deli housekeeping
* Provide assistance as required
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| **COMPLIANCE** | * Follow Health and Safety and Food Safety procedures and policies
* Complete traceability forms
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**PERSON SPECIFICATION**

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| **PEOPLE FOCUS** | **WORKING RELATIONSHIPS*** Display self-awareness, approachability and mindfulness of impact on others
* Demonstrate understanding of people and cultural differences
* Actively builds a team spirit of openness
* Listen, consult and communicate openly and proactively
* Adapt personal style to build and maintain relationships with all stakeholders (staff, suppliers, peers)
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| **CUSTOMER FOCUS** | **MEET CUSTOMER EXPECTATIONS*** Identify and focus on meeting customer needs and expectations, actively monitor and maintain high standards of customer service
* Identify and implement initiatives to continuously improve the customer experience
* Create an environment to create an excellent customer experience
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| **CO-OPERATIVE CULTURE** | **ADHERE TO PRINCIPLES AND VALUES*** Uphold Foodstuffs and store ethics and Values
* Always demonstrate honesty and integrity
* Maintain high level of commitment and implementation of all compliance
* Display a strong work ethic and commitment to the store’s success

**CO-OPERATIVE SPIRIT*** Use the strength of the Co-operative, following co-operative guidelines challenging colleagues, and the store to do the right thing
* Encourage individual and business contribution to the community
* Build a wide and effective network of contacts to support and share ideas
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**QUALIFICATIONS AND EXPERIENCE**

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| **ESSENTIAL** | * Physically fit and able to fulfil the requirements of the role.
* Demonstrate good customer services
* Good command of written and spoken English
* Competent in use of technology
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| **DESIRED** | * Good basic maths skills
* Unit standards 497, 167 & 168
* Food retail or fresh food experience
* Delicatessen experience.
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**SIGNATURE**

I have read and understood this Job Description:

Employee Signature Date: