A close-up of a logo

AI-generated content may be incorrect.

**JOB DESCRIPTION**

|  |  |
| --- | --- |
| **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**

|  |  |
| --- | --- |
| **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 |
| **COMPLIANCE** | * Follow Health and Safety and Food Safety procedures and policies * Complete traceability forms |
|  |  |

**PERSON SPECIFICATION**

|  |  |
| --- | --- |
| **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) |
| **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 |
| **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 |

**QUALIFICATIONS AND EXPERIENCE**

|  |  |
| --- | --- |
| **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 |
| **DESIRED** | * Good basic maths skills * Unit standards 497, 167 & 168 * Food retail or fresh food experience * Delicatessen experience. |

**SIGNATURE**

I have read and understood this Job Description:

Employee Signature Date: