



POSITION TITLE	<b>Baker</b>
STORE	New World Kerikeri
DATE	2021
REPORTS TO	Bakery Manager
PURPOSE OF POSITION	The primary role of the Baker is to assist in the day-to-day running of the Bakery department, ensuring that a maximum range and sufficient quantity of high quality freshly baked products are available for sale at the correct price at all times during opening hours.
STORE VISION	Locally owned and operated, we offer our customers the finest shopping experience, supporting our community and providing people with opportunities
STORE VALUES	<b>P</b> eople – our community, whanau and team are our people <b>R</b> espect – demonstrate and promote esteem, honour, and value <b>O</b> penness – be forthcoming, generous, and honest with each other <b>U</b> nity – work, play and live connected in harmony together <b>D</b> iversity – embrace and celebrate variety and difference in us all

## REPORTING STRUCTURE



## RELATIONSHIPS

### INTERNAL

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

### EXTERNAL

- Foodstuffs' employees
- Delivery drivers
- Customer

## ACCOUNTABILITIES

### OPERATIONAL

- Complete the tasks of a Baker, including (but not limited to):
  - Preparing frozen products for baking.
  - Making pastry and bread doughs.
  - Baking required daily levels of bread, rolls and other bread products.
  - Baking, icing and decorating cakes for customer orders as well as for display.
  - Producing other bakery specific products as required (e.g. scones, muffins, pies, pizzas, cookies etc.)
  - Merchandising the product in the department and ensuring effective stock rotation through the monitoring of best before dates.
  - Receiving inwards goods.
  - Other tasks across the store as required.
- Enhance the image of the department by implementation of agreed standards of display and presentation of stock.
- Effectively resolve all customers related enquiries and complaints unless management approval is required.
- Maintain a daily production schedule.
- Minimise wastage in baking.
- Assist on the case and serve customers as required.

<b>COMPLIANCE</b>	<ul style="list-style-type: none"> <li>Follow Health and Safety Policy, Food Safety Policy and compliance procedures in the store.</li> <li>Ensure Food Safety standards are maintained through completion of appropriate daily, weekly and monthly cleaning of tins, trays and ovens.</li> <li>Undertake temperature checks on the case and ingredients (e.g. egg pulp) on a regular basis.</li> <li>Complete the traceability forms as required.</li> </ul>
<b>CULTURAL</b>	<ul style="list-style-type: none"> <li>Contribute effectively as a team member.</li> <li>Live the store values.</li> </ul>

## PERSON SPECIFICATION

<b>PEOPLE FOCUS</b>	<b>WORKING WITH PEOPLE</b> <ul style="list-style-type: none"> <li>Is self-aware, approachable and mindful of their impact on others</li> <li>Demonstrates an interest in, and understanding of people, behaving in a culturally sensitive manner</li> <li>Is outgoing and supportive; recognising and acknowledging the contribution of others</li> <li>Actively contributes to a team spirit of openness and inclusiveness where colleagues feel able to offer ideas</li> <li>Listens and communicates openly and proactively</li> <li>Adapts their style to build and maintain relationships with multiple stakeholders (staff, suppliers, peers etc)</li> </ul>
<b>CUSTOMER FOCUS</b>	<b>MEETING CUSTOMER EXPECTATIONS</b> <ul style="list-style-type: none"> <li>Brings everything back to the customer; identifying and focusing upon their needs &amp; expectations</li> <li>Actively sets, monitors and maintains consistently high standards of customer service</li> <li>Continuously makes improvements for customers; seeking input from staff and customers to do so</li> <li>Creates an environment that customers want to shop</li> <li>Is responsive to feedback from all sources</li> <li>Adopts a "service" mentality at all times regardless of their position or experience, genuinely enthusiastic about the difference service makes to the customer and success of the business</li> </ul> <b>ADAPTING AND RESPONDING TO CHANGE</b> <ul style="list-style-type: none"> <li>Adapts to changing circumstances and accepts new ideas and initiatives</li> <li>Tolerates ambiguity</li> <li>Adapts personal style to suit different people and situations</li> <li>Shows an interest in new experiences</li> </ul>
<b>CO-OPERATIVE CULTURE</b>	<b>ADHERING TO PRINCIPLES AND VALUES</b> <ul style="list-style-type: none"> <li>Personally upholds ethics, Foodstuffs and store Values and accepting nothing less from their team</li> <li>Consistently demonstrates honesty and integrity (in words, decisions and actions) in all of their dealings with customers, staff, suppliers, colleagues)</li> <li>Follows due process on all issues of compliance</li> <li>Demonstrates a strong work ethic through their commitment to the store's success, ownership of problems and self-discipline</li> <li>Leads by example in terms of Foodstuffs and store values, drive to succeed and positive outlook</li> <li>Challenges appropriately while respecting the position of others</li> </ul>

## QUALIFICATIONS AND EXPERIENCE

<b>ESSENTIAL</b>	<ul style="list-style-type: none"> <li>Bakery experience</li> <li>Physically fit and able to fulfil the requirements of the role.</li> </ul>
<b>DESIRED</b>	<ul style="list-style-type: none"> <li>Good command of written and spoken English</li> <li>Good basic maths skills</li> <li>Bakery qualification</li> <li>Unit standards 497, 167 &amp; 168</li> <li>Customer service experience</li> <li>Food retail or fresh food experience</li> </ul>

## SIGNATURE

I have read and understood this Job Description:

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date: