



<b>POSITION TITLE</b>	Bakery Assistant
<b>STORE</b>	New World Kerikeri
<b>DATE</b>	2023
<b>REPORTS TO</b>	Bakery Manager
<b>PURPOSE OF POSITION</b>	The primary role of the Bakery Assistant is to pack, present and merchandise to ensure that a maximum range and sufficient quantity of product is available for sale at the correct price at all times, as well as keeping the department clean, attractively presented, and assist the department to meet its legislative requirements.
<b>STORE VISION</b>	Locally owned and operated, we offer our customers the finest shopping experience, supporting our community and providing people with opportunities
<b>STORE VALUES</b>	<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
- Customers

## ACCOUNTABILITIES

### OPERATIONAL

- Complete the tasks of a Bakery Assistant, including (but not limited to):
  - Making fresh cream products and finishing off (icing and decorating) cake products
  - Completing temperature checks on both hot and chilled products
  - Mixing and baking cake products and other products (e.g. muffins, scones etc.)
  - Fulfilling cake orders and producing cakes for sale to customers
  - Taking customer orders and serving customers appropriately. Handling all other customer enquiries appropriately.
  - Displaying product so items on special are clearly visible.
  - Ensuring the bakery cases are appropriately stocked and relevant merchandising standards are maintained at all times.
  - Packaging and pricing baked breads, rolls, cakes, loaves, biscuits etc.
  - Packing cakes and cutting cakes slices ready for packaging
  - Rotating stock and reducing to clear if required.
  - Cleaning the prover, ovens and chiller.
  - Other tasks that may be required across the store.
- 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.
- Assist in ensuring all deliveries are unloaded in a timely fashion thus avoiding wastage.
- Assist on the case and serve customers as required.
- Ensure wastage is minimised.

### COMPLIANCE

- Follow Health and Safety Policy, Food Safety Policy and compliance procedures in the store.
- Ensure Food Safety standards are maintained through completion of appropriate daily, weekly and monthly cleaning.
- Assist in ensuring 100% price integrity in the department. Complete the Traceability forms as required.

### CULTURAL

- Contribute effectively as a team member.
- Live the store values.

## PERSON SPECIFICATION

### PEOPLE FOCUS

#### WORKING WITH PEOPLE

- Is self-aware, approachable and mindful of their impact on others
- Demonstrates an interest in, and understanding of people, behaving in a culturally sensitive manner
- Is outgoing and supportive; recognising and acknowledging the contribution of others
- Actively contributes to a team spirit of openness and inclusiveness where colleagues feel able to offer ideas
- Listens and communicates openly and proactively
- Adapts their style to build and maintain relationships with multiple stakeholders (staff, suppliers, peers etc)

### CUSTOMER FOCUS

#### MEETING CUSTOMER EXPECTATIONS

- Brings everything back to the customer; identifying and focusing upon their needs & expectations
- Actively sets, monitors and maintains consistently high standards of customer service
- Continuously makes improvements for customers; seeking input from staff and customers to do so
- Creates an environment that customers want to shop
- Is responsive to feedback from all sources
- 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

#### ADAPTING AND RESPONDING TO CHANGE

- Adapts to changing circumstances and accepts new ideas and initiatives
- Tolerates ambiguity
- Adapts personal style to suit different people and situations
- Shows an interest in new experiences

**CO-OPERATIVE  
CULTURE**

**ADHERING TO PRINCIPLES AND VALUES**

- Personally upholds ethics, Foodstuffs and store Values and accepting nothing less from their team
- Consistently demonstrates honesty and integrity (in words, decisions and actions) in all of their dealings with customers, staff, suppliers, colleagues)
- Follows due process on all issues of compliance
- Demonstrates a strong work ethic through their commitment to the store's success, ownership of problems and self-discipline
- Leads by example in terms of Foodstuffs and store values, drive to succeed and positive outlook
- Challenges appropriately while respecting the position of others

**QUALIFICATIONS AND EXPERIENCE**

**ESSENTIAL**

- Physically fit and able to fulfil the requirements of the role.

**DESIRED**

- Good command of written and spoken English
- Good basic maths skills
- Unit standards 497, 167 & 168
- Bakery, food retail, fresh food and/or customer service experience

**SIGNATURE**

I have read and understood this Job Description:

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Employee Signature

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Date: