



POSITION TITLE	Butcher
STORE	New World Mangawhai
DATE	23 September 2022
REPORTS TO	Butchery Manager
PURPOSE OF POSITION	The primary role of the Butcher is to assist in the day-to-day running of the Butchery department, ensuring that maximum range, and sufficient quantity of high quality fresh meat is available for sale at the correct price at all times during opening hours as well as keeping the department clean, tidy and attractively presented.
STORE VISION	To be the most trusted and chosen supermarket by the wider Mangawhai community
STORE VALUES	Think Customer, In It Together, Courageous, Above the Line

REPORTING STRUCTURE



RELATIONSHIPS

INTERNAL

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

EXTERNAL

- Foodstuffs' employees
- Delivery drivers
- Customers

ACCOUNTABILITIES

OPERATIONAL

- Tasks required of a Butcher including (but not limited to):
 - Correctly & efficiently breaking bones and slicing and cutting all meat whilst reducing wastage and maximising GP / CTP.
 - Assisting in the traying up of meat as required.
 - Undertaking stocktakes on a weekly or fortnightly basis.
 - Ensuring the meat cases and freezers are appropriately stocked and relevant merchandising standards are maintained at all times
 - Ensuring all customer special orders are prepared to agreed timeframes
 - Enhancing the image of the department by implementation of agreed standards of display and presentation of stock.
 - Assisting in ensuring all appropriate cleaning and stocktaking is completed.
 - Effectively resolving all customers related enquiries and complaints unless management approval is required.

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.
- 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

- Foodstuffs Butchery Apprenticeship Graduate (for internal candidates) or Trade Cert
- Previous butchery experience
- 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
- Customer service experience
- Food retail or fresh food experience

SIGNATURE

I have read and understood this Job Description:

Employee Signature

Date: