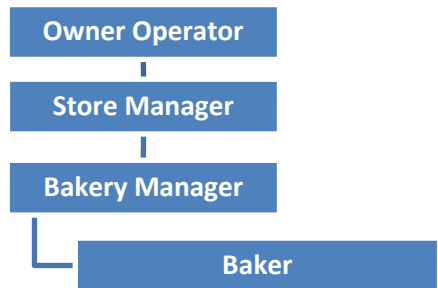




POSITION TITLE	Baker - XXXXXX
STORE	New World Matamata
DATE	
REPORTS TO	Bakery Manager
PURPOSE OF POSITION	The primary role of the Baker is to bake, pack, present and merchandise a sufficient quantity of high quality freshly baked products for sale at the correct price at all times during opening hours as well as ensuring the department is kept clean, tidy and attractively presented.

REPORTING STRUCTURE



RELATIONSHIPS

INTERNAL

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

EXTERNAL

- Foodstuffs' employees
- Delivery drivers
- Customers

ACCOUNTABILITIES

OPERATIONAL

- Complete the tasks of a Baker, including (but not limited to):
 - Baking required daily levels of bread, rolls and other bread products.
 - Baking, icing and decorating cakes for customer orders as well as for display.
 - Preparing and baking pastries including appropriate fillings.
 - Producing other bakery specific products as required i.e. scones, muffins, biscuits, slices fresh cream products, pies, sausage rolls, pizzas, etc.
 - Receiving inwards goods ensuring products meet Food Safety requirements e.g. temperature, dates etc.
 - Merchandising the product in the department including packing and pricing, ensuring appropriately stocked, and ensuring effective stock rotation through the monitoring of best before dates.
- 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 cases/cabinets, take customer orders and serve customers as required.
- Assist in ensuring 100% price integrity in the department.
- Guide all department members through identified training to achieve desired standards of performance.
- Support the employees in the department involved in specific programmes / courses e.g. Apprenticeships, Management Development.
- Any other task as required by the Store Owner.

COMPLIANCE

- Follow Health and Safety Policies, Food Safety Policies and compliance procedures in the store.
- Staff Food Safety responsibilities include: the safe handling of all foods; following the correct procedures shown in regard to food-handling; undertaking the required training; completing the appropriate forms and documentation as required or delegated to by management; carrying out corrective action where monitoring indicates need.
- Staff Health and Safety responsibilities include maintaining a safe and healthy workplace through: observing all safe work procedures, rules and instructions; the early reporting of any pain or discomfort; taking an active role in treatment and rehabilitation plan to ensure a timely, safe and sustainable return to work; ensuring that all incidents, injuries and hazards are reported to the appropriate person; Health and Safety Working Groups.
- Assisting in ensuring 100% price integrity in the department through maintenance of appropriate signage and pricing.

CULTURAL

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

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

- Bakery qualification Level 4 or higher
- 1-2 years baking experience
- Unit standard 167

DESIRED

- Supermarket experience
- Food retail or fresh food experience
- Good command of written and spoken English
- Good basic maths skills
- Unit standards 168 & 497
- Customer service experience

SIGNATURE

I have read and understood this Job Description:

Employee Signature

Date: