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**Taupō Job Description**

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| **Position Title** | **Bakery Assistant** |
| **Date** | February 2025 |
| **Reports to** | Bakery Manager |
| **Purpose of Position** | The role of the Bakery Assistant to assist Bakers by performing routine baking preparation, baking, merchandising, cleaning and storage tasks. |
| **Store Values** | **Purpose** – Taking pride in what we do because what we do makes a difference.  **Belonging** – Being part of a family that respects, inspires and cares.  **Growth** – Challenging ourselves to learn, develop and thrive.  **Empowerment** – Supporting each other to do the right thing. |

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| **Reporting Structure** |
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| **Relationships** | |
| Internal  * Owner Operator * Store Manager * Bakery Manager * Department Manager * Department team members * Other store team members | External  * Customers * Foodstuffs’ employees * Delivery drivers |

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| **Accountabilities** | |
| **Operational** | Complete the tasks of a Bakery Assistant, including (but not limited to):   * Assist in loading and unloading deliveries * Storing supplies, equipment, utensils and dishes in refrigerator, freezers and other storage areas * Gathering food ingredients in preparation of baking * Ensure the department is kept clean, attractively presented, and compliant with legislative requirements (including pricing and labelling)while delivering excellent customer service * Assist in weighing and measuring of ingredients * Assist in kneading, maturing, cutting, moulding and shaping dough and pastry goods * Assist in making fresh cream products and finishing off (icing and decorating) cake products * Assist in mixing and baking cake products, muffins and scones * Operating machines which roll and mould dough and biscuits * Packaging, pricing, and displaying baked breads, rolls, cakes, loaves, biscuits, and delicatessen products * Rotating stock and reducing to clear if required * Cleaning equipment and areas such as the prover, ovens and chillers * Ensure specials and promotions are displayed effectively * Complete stock-takes as needed * Inform the Bakery Manager when supplies are low * Assist in other store departments when required * Deliver excellent customer service   Work Hours include early morning start of 3am and weekend work. |
| **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 |

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| **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 * Always adopts a “service” mentality 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 and Foodstuffs Values and accepting nothing less from their team * Consistently demonstrates honesty and integrity (in words, decisions and actions) in all 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 values, drive to succeed and positive outlook * Challenges appropriately while respecting the position of others |

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| **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 * Bakery, food retail, fresh food and/or customer service experience |

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| **Signature** |
| I have read and understood this Job Description:    Employee Signature Date: |