

**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.
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| **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)
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| **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
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| **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
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| **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: |