**JOB DESCRIPTION**

|  |  |
| --- | --- |
| **POSITION TITLE** | **Baker** |
| **STORE** | Westend |
| **DATE** | 16 July 2021 |
| **REPORTS TO** | Bakery Manager |
| **PURPOSE OF POSITION** | The primary role of the Baker is to assist in the day-to-day running of the Bakery department, ensuring that a maximum range and sufficient quantity of high quality freshly baked products are available for sale at the correct price at all times during opening hours. |
| **STORE VISION** | **“From our world to your world – New World”**  To provide a unique level of customer service, range, quality and value to all the  people of Rotorua and the wider community – To be the best retail environment to  shop and work in.” |
| **STORE VALUES** | Think Customer Above the line Courageous In it together |

**REPORTING STRUCTURE**

**BAKERY MANAGER**

**BAKER**

**OWNER OPERATOR**

**STORE MANAGER**

**RELATIONSHIPS**

# INTERNAL

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

# EXTERNAL

* Foodstuffs’ employees
* Delivery drivers
* Customer

**ACCOUNTABILITIES**

|  |  |
| --- | --- |
| **OPERATIONAL** | * Complete the tasks of a Baker, including (but not limited to):   + Preparing frozen products for baking.   + Making pastry and bread doughs.   + Baking required daily levels of bread, rolls and other bread products.   + Baking, icing and decorating cakes for customer orders as well as for display.   + Producing other bakery specific products as required (e.g. scones, muffins, pies, pizzas, cookies etc.)   + Merchandising the product in the department and ensuring effective stock rotation through the monitoring of best before dates.   + Receiving inwards goods.   + Other tasks across the store as required. * 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 case and serve customers as 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 of tins, trays and ovens. * Undertake temperature checks on the case and ingredients (e.g. egg pulp) on a regular basis. * 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** | * Bakery experience * Physically fit and able to fulfil the requirements of the role. |
| **DESIRED** | * Good command of written and spoken English * Good basic maths skills * Bakery qualification * 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: