**JOB DESCRIPTION**

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| **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**

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| **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.
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| **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.
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| **CULTURAL** | * Contribute effectively as a team member.
* Live the store values.
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**PERSON SPECIFICATION**

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| **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
* 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
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| **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, 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
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**QUALIFICATIONS AND EXPERIENCE**

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| **ESSENTIAL** | * Bakery experience
* 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 qualification
* Unit standards 497, 167 & 168
* Customer service experience
* Food retail or fresh food experience
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**SIGNATURE**

I have read and understood this Job Description:

Employee Signature Date: