**JOB DESCRIPTION**

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| **POSITION TITLE** | **Baker** |
| **STORE** | Pak’n Save Lower Hutt |
| **DATE** |  |
| **REPORTS TO** | Bakery Manager and 2IC |
| **PURPOSE OF POSITION** | Responsible for baking pastry and pastry products ensuring customers have ready access to a wide variety of appealing bakery products. |
| **STORE VISION** | We want to be a trusted icon.  Delivering what we say, by building a  reputation that exceeds expectation,  and setting the standards in our cooperative. |
| **STORE VALUES** | Courageous,  Think Customers  In it together  Above the line |

Owner Operator

Karl and Caroline Marryatt

**REPORTING STRUCTURE**

Store Manager

Cameron Black

Assistant Store Managers

Vanessa Solomona / David Earnshaw

Bakery Manager Aaron Ritchie

Bakery 2IC

Baker

**RELATIONSHIPS**

# INTERNAL

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

# EXTERNAL

* Foodstuffs’ employees
* Delivery drivers
* Customers

**ACCOUNTABILITIES**

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| **OPERATIONAL** | * Complete the tasks of a Baker including/ or could include (but not limited to): * Baking required daily levels of bread, rolls and other bread products. * 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**

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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) |
| **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 and Foodstuffs 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 values, drive to succeed and positive outlook * Challenges appropriately while respecting the position of others |

**QUALIFICATIONS AND EXPERIENCE**

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| **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 * Pastry chef, fresh food or food retail experience |

**SIGNATURE**

I have read and understood this Job Description:

Employee Signature Date: