A close-up of a logo

AI-generated content may be incorrect.

**JOB DESCRIPTION**

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| **POSITION TITLE** | **Produce Assistant** |
| **STORE** | New World Cambridge |
| **DATE** | July 2025 |
| **REPORTS TO** | Produce Manager |
| **PURPOSE OF POSITION** | Load, unload, prepare, pack and present and produce. |
| **STORE VISION** | To provide our customers with a shopping experience which is satisfying and meets their needs, and which encourages them to return on a regular basis |
| **STORE VALUES** | **I**n it together  **A**bove the line  **C**ourageous  **T**hink Customer |

**REPORTING STRUCTURE**

**RELATIONSHIPS**

# INTERNAL

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

# EXTERNAL

* Foodstuffs’ employees
* Delivery drivers
* Customers

**ACCOUNTABILITIES**

|  |  |
| --- | --- |
| * OPERATIONAL | * Assist loading and unloading of produce trucks and deliveries and perform temperature checks * Mark off inwards goods and put away * Assisting in the preparing and packing of produce * Stock shelves and perform stock rotations as needed * Respond to and resolve customers enquiries and complaints * Undertake Produce cleaning, rubbish removal and other housekeeping |
| * COMPLIANCE | * Follow Health and Safety and Food Safety procedures and policies * Assist in maintain 100% price integrity in the produce department |
| * CULTURAL | * Contribute effectively as a team member. * Live the store values. |

**PERSON SPECIFICATION**

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| --- | --- |
| **PEOPLE FOCUS** | **WORKING RELATIONSHIPS**   * Display self-awareness, approachability and mindfulness of impact on others * Demonstrate understanding of people and cultural differences * Actively builds a team spirit of openness * Listen, consult and communicate openly and proactively * Adapt personal style to build and maintain relationships with all stakeholders (staff, suppliers, peers) |
| **CUSTOMER FOCUS** | **MEET CUSTOMER EXPECTATIONS**   * Identify and focus on meeting customer needs and expectations, actively monitor and maintain high standards of customer service * Identify and implement initiatives to continuously improve the customer experience * Create an environment to create an excellent customer experience |
| **CO-OPERATIVE CULTURE** | **ADHERE TO PRINCIPLES AND VALUES**   * Uphold Foodstuffs and store ethics and Values * Always demonstrate honesty and integrity * Maintain high level of commitment and implementation of all compliance * Display a strong work ethic and commitment to the store’s success   **CO-OPERATIVE SPIRIT**   * Use the strength of the Co-operative, following co-operative guidelines challenging colleagues, and the store to do the right thing * Encourage individual and business contribution to the community * Build a wide and effective network of contacts to support and share ideas |

**QUALIFICATIONS AND EXPERIENCE**

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| --- | --- |
| **ESSENTIAL** | * Physically fit and able to fulfil the requirements of the role. |
| **DESIRED** | * Good command of written and spoken English * Good basic maths skills * Unit standards 497 and 167 * Customer service experience * Food retail and/or fresh food experience. |

**SIGNATURE**

I have read and understood this Job Description:

Employee Signature Date: