

**JOB DESCRIPTION**

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| **POSITION TITLE** | **Butcher** |
| **STORE** |  New World Cambridge |
| **DATE** |  April 2025 |
| **REPORTS TO** | Butchery Manager |
| **PURPOSE OF POSITION** | Process, prepare and package meat products  |
| **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**

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| **OPERATIONAL** | * Process all inwards meat and animal carcasses including breaking bones, deboning, slicing, cutting and mincing to meet stocking and merchandising requirements
* Tray, package, weigh and price meat products
* Prepare customer orders
* Support Butchery Manager
* Assist and support butchery apprentice and packers
* Assist with departmental cleaning in ensuring all appropriate cleaning is completed
* Respond to and resolve customers enquiries
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| **COMPLIANCE** | * Follow Health and Safety Policy, Food Safety Policy and compliance procedures in the store
* Complete traceability forms
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**PERSON SPECIFICATION**

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| **PEOPLE FOCUS** | **LEAD AND SUPERVISE*** Establish respected working relationships
* Set and uphold product, service and behaviour standards
* Role model positive behaviours and store values
* Display confidence, authority, integrity and empathy

**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)

**PERSUADE AND INFLUENCE*** Influence positively to gain agreement and commitment
* Facilitate discussions to ensure ideas are heard and influence outcomes and actions
* Manage conflict openly, fairly and quickly
* Use questioning and listening skills to understand issues and create solutions
* Demonstrate resilience, influencing team members to try new ideas
* Display acceptance of new ideas and initiatives, adapt to changing circumstances
* Share knowledge and expertise
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| **RESULTS FOCUS** | **PLAN AND ORGANISE (TO DELIVER RESULTS THROUGH OTHERS)*** Clearly communicate goals and objectives of the business
* Plan activities and projects, in a timely way, considering changing circumstances
* Work systematically; put systems and processes in place to ensure compliance and consistent levels of service
* Delegate effectively; empowering staff and holding them accountable
* Coach staff, providing clear, honest feedback on their performance
* Displays disciplined and effective time management
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| **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
* Analyse and respond to feedback from all sources
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| **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
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**QUALIFICATIONS AND EXPERIENCE**

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| **ESSENTIAL** | * Foodstuffs Butchery Apprenticeship Graduate (for internal candidates) or Trade Cert
* Previous butchery experience and/or fresh food experience
* Physically fit and able to fulfil the requirements of the role
* Good command of written and spoken English
* Unit standards 167 & 168
* Customer service experience
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| **DESIRED** | * Good basic maths skills
* Food retail experience
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**SIGNATURE**

I have read and understood this Job Description:

Employee Signature Date: