



POSITION TITLE	Delicatessen Assistant
STORE	New World Milford
DATE	03.11.2023
REPORTS TO	Delicatessen Manager
PURPOSE OF POSITION	The primary role of the Delicatessen Assistant is to pack, present and merchandise to ensure that a maximum range and sufficient quantity of fresh product is available for sale at the correct price at all times, as well as ensuring the department is kept clean, tidy and attractively presented.
STORE VISION	
STORE VALUES	

**REPORTING STRUCTURE****RELATIONSHIPS****INTERNAL**

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

**EXTERNAL**

- Foodstuffs' employees
- Delivery drivers
- Customers

**ACCOUNTABILITIES****OPERATIONAL**

- Complete the tasks of a Delicatessen Assistant, including (but not limited to):
  - Ensuring all customers are served in an appropriate and timely manner.
  - Effectively resolving all customers related enquiries and complaints unless management approval required.
  - Assisting in the loading and unloading of Delicatessen trucks / deliveries in a timely manner to avoid wastage.
  - Undertaking appropriate Delicatessen food preparation specific tasks as applicable to the store (e.g. cooking chickens, making & preparing cheeses for cheese bar, making sandwiches, preparing platters and other customer orders, preparing school lunches, slicing meat, making salads etc.)
  - Ensuring the Delicatessen Cases / Freezers are appropriately stocked following stock rotation and relevant merchandising standards at all times.
  - Assisting in setting up the cabinet after weekly deep clean.
  - Working with customers to ensure their catering requirements are met.
  - Ensuring the floors are swept around the deli and rubbish is cleared away on an ongoing basis to ensure all customers have appropriate access to the case and staff are able to move freely about the department.
  - Completing other housekeeping duties (e.g. washing dishes).
  - Ensuring bags and other packaging materials are fully stocked at all times.
  - Assisting in ensuring 100% price integrity in the department including ensuring weekly specials are clearly identified.
  - Completing stock-takes as appropriate.
  - Assisting in other departments if required.

<b>COMPLIANCE</b>	<ul style="list-style-type: none"> <li>Follow Health and Safety Policy, Food Safety Policy and compliance procedures in the store.</li> <li>Ensure Food Safety standards are maintained through completion of appropriate daily, weekly and monthly cleaning ensuring temperature checks are undertaken regularly.</li> <li>Assist in ensuring 100% price integrity in the department. Complete the traceability forms as required.</li> </ul>
<b>CULTURAL</b>	<ul style="list-style-type: none"> <li>Contribute effectively as a team member.</li> <li>Live the store values.</li> </ul>

## PERSON SPECIFICATION

<b>PEOPLE FOCUS</b>	<b>WORKING WITH PEOPLE</b> <ul style="list-style-type: none"> <li>Is self-aware, approachable and mindful of their impact on others</li> <li>Demonstrates an interest in, and understanding of people, behaving in a culturally sensitive manner</li> <li>Is outgoing and supportive; recognising and acknowledging the contribution of others</li> <li>Actively contributes to a team spirit of openness and inclusiveness where colleagues feel able to offer ideas</li> <li>Listens and communicates openly and proactively</li> <li>Adapts their style to build and maintain relationships with multiple stakeholders (staff, suppliers, peers etc)</li> </ul>
<b>CUSTOMER FOCUS</b>	<b>MEETING CUSTOMER EXPECTATIONS</b> <ul style="list-style-type: none"> <li>Brings everything back to the customer; identifying and focusing upon their needs &amp; expectations</li> <li>Actively sets, monitors and maintains consistently high standards of customer service</li> <li>Continuously makes improvements for customers; seeking input from staff and customers to do so</li> <li>Creates an environment that customers want to shop</li> <li>Is responsive to feedback from all sources</li> <li>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</li> </ul> <b>ADAPTING AND RESPONDING TO CHANGE</b> <ul style="list-style-type: none"> <li>Adapts to changing circumstances and accepts new ideas and initiatives</li> <li>Tolerates ambiguity</li> <li>Adapts personal style to suit different people and situations</li> <li>Shows an interest in new experiences</li> </ul>
<b>CO-OPERATIVE CULTURE</b>	<b>ADHERING TO PRINCIPLES AND VALUES</b> <ul style="list-style-type: none"> <li>Personally upholds ethics, Foodstuffs and store Values and accepting nothing less from their team</li> <li>Consistently demonstrates honesty and integrity (in words, decisions and actions) in all of their dealings with customers, staff, suppliers, colleagues)</li> <li>Follows due process on all issues of compliance</li> <li>Demonstrates a strong work ethic through their commitment to the store's success, ownership of problems and self-discipline</li> <li>Leads by example in terms of Foodstuffs and store values, drive to succeed and positive outlook</li> <li>Challenges appropriately while respecting the position of others</li> </ul>

## QUALIFICATIONS AND EXPERIENCE

<b>ESSENTIAL</b>	<ul style="list-style-type: none"> <li>Physically fit and able to fulfil the requirements of the role.</li> </ul>
<b>DESIRED</b>	<ul style="list-style-type: none"> <li>Good command of written and spoken English</li> <li>Good basic maths skills</li> <li>Unit standards 497, 167 &amp; 168</li> <li>Food retail or fresh food experience</li> <li>Delicatessen experience.</li> </ul>

## SIGNATURE

I have read and understood this Job Description:

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date: