

POSITION TITLE	Donut Baker & Decorator
STORE	Porirua
DATE	March 2025
REPORTS TO	Bakery Manager and Bakery 2IC
PURPOSE OF POSITION	The primary role of the Donut Baker & Decorator is to assist in the day-to-day production of the Bakery Filled & Iced donuts, ensuring that a maximum range and enough high quality freshly baked products are always available for sale at the correct price during opening hours.
STORE VISION	To make sure Porirua City residents get more out of life when shopping with us.
STORE VALUES	I ACT: In It Together, Above the Line, Courageous, Think Customer

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

- Owner Operator
- Fresh Foods Manager
- Department Manager
- Team members
- Compliance, Health, and Safety Manager
- Other store staff

EXTERNAL

- Foodstuffs' employees
- Delivery drivers
- Customers

ACCOUNTABILITIES

OPERATIONAL Complete the tasks of a Baker, including (but not limited to):

- Baking, icing, filling, and decorating donuts for customer orders as well as for display.
- Merchandising the product in the department and ensuring effective stock rotation through the monitoring of best before dates.
- Completing temperature checks on both hot and chilled products
- Taking customer orders and serving customers appropriately. Managing all other customer enquiries appropriately.
- Ensuring the bakery cases are appropriately stocked and relevant merchandising standards are always maintained.
- Rotating stock and reducing to clear if required.
- Cleaning the prover, fryer, and donut prep area.
- Receiving inwards goods.
- Other tasks across the store 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.

OTHER

- The above accountabilities and duties are comprehensive, however not exhaustive. When necessary, you may be asked to perform other duties that are deemed to be fair and reasonable for this position.
- Occasional support to other departments when required.

PERSON SPECIFICATION

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.
- Always adopts a “service” mentality 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 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**ESSENTIAL**

- Can communicate well with people from all walks of life.
- Good written communication skills, including management reporting.
- Mathematic skills
- Demonstrated experience analysing and solving problems.
- Persevere with a task and able to calmly manage multiple tasks.
- High attention to detail
- Complies with Health and Safety legislation.
- Physically fit and able to fulfil the requirements of the role – including heavy lifting up to 20kg, bending, reaching, and standing for up to 8 hours a shift.
- Full, clean driver's licence as there may not be public transport available at the start of end of your shifts.

DESIRED

- Confidence with managing the complaints process and conflict resolution.
- Customer service experience
- Punctual

SIGNATURE

I have read and understood this Job Description and had an opportunity to ask questions if I am unsure of anything:

Employee Name

Employee Signature

Date