



<b>POSITION TITLE</b>	Baker - Ranil Nelic Prasanna Pathirannehelage Don
<b>STORE</b>	New World Matamata
<b>DATE</b>	14.04.2024
<b>REPORTS TO</b>	Bakery Manager
<b>PURPOSE OF POSITION</b>	The primary role of the Baker is to bake, pack, present and merchandise a sufficient quantity of high quality freshly baked products for sale at the correct price at all times during opening hours as well as ensuring the department is kept clean, tidy and attractively presented.

## REPORTING STRUCTURE



## RELATIONSHIPS

### INTERNAL

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

### EXTERNAL

- Foodstuffs' employees
- Delivery drivers
- Customers

## ACCOUNTABILITIES

### OPERATIONAL

- Complete the tasks of a Baker, including (but not limited to):
  - Baking, icing and decorating cakes for customer orders as well as for display.
  - Preparing and baking pastries including appropriate fillings.
  - 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, fresh cream products etc.)
  - Merchandising the product in the department including packing and pricing, ensuring appropriately stocked, and ensuring effective stock rotation through the monitoring of best before dates.
  - Receiving inwards goods ensuring products meet Food Safety requirements e.g. temperature, dates etc.
- 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 cases/cabinets, take customer orders and serve customers as required.
- Assist in ensuring 100% price integrity in the department.
- Guide all department members through identified training to achieve desired standards of performance.
- Support the employees in the department involved in specific programmes / courses e.g. Apprenticeships, Management Development.
- Any other task as required by the Store Owner.

## COMPLIANCE

- Follow Health and Safety Policies, Food Safety Policies and compliance procedures in the store.
- Staff Food Safety responsibilities include: the safe handling of all foods; following the correct procedures shown in regard to food-handling; undertaking the required training; completing the appropriate forms and documentation as required or delegated to by management; carrying out corrective action where monitoring indicates need.
- Staff Health and Safety responsibilities include maintaining a safe and healthy workplace through: observing all safe work procedures, rules and instructions; the early reporting of any pain or discomfort; taking an active role in treatment and rehabilitation plan to ensure a timely, safe and sustainable return to work; ensuring that all incidents, injuries and hazards are reported to the appropriate person; Health and Safety Working Groups.
- Assisting in ensuring 100% price integrity in the department through maintenance of appropriate signage and pricing.

## CULTURAL

- Live the store values.
- Contribute effectively as a team member.

## 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
- 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, Foodstuffs and store 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 and store values, drive to succeed and positive outlook
- Challenges appropriately while respecting the position of others.

## QUALIFICATIONS AND EXPERIENCE

### DESIRED

- 2 years of previous baking experience
- Level 3 Certificate in Baking (or higher) would be an advantage but not mandatory
- Previous food retail, fresh food or supermarket retail experience would be an advantage
- Good command of written and spoken English
- Customer service experience
- Physically fit and able to fulfil the requirements of the role
- Good basic maths skills
- Unit standards 497,167 & 168

## SIGNATURE

I have read and understood this Job Description:

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

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