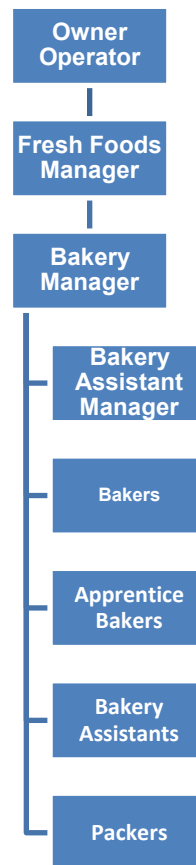


POSITION TITLE	Bakery Assistant Manager (2IC)
STORE	Porirua
DATE	July 2025
REPORTS TO	Bakery Manager
PURPOSE OF POSITION	To assist the Department Manager in maximising sales and achieving specified profit margins whilst managing expenses, stock levels and the Department Team so that our customers receive an outstanding shopping experience.
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 Food Manager
- Department Manager
- Senior Managers
- Health, Safety and Compliance Manager
- Human Resources Manager
- Team members
- Other store staff

EXTERNAL

- Suppliers/Reps
- FSNI Bakery Training Co-Ordinator
- Other Foodstuffs' employees
- Delivery drivers
- Customers

ACCOUNTABILITIES

OPERATIONAL Bakery 2IC duties:

- Help to ensure defined business and specific department targets as well as operational delivery standards are met or exceeded through effective management of the department.
- Help to control ordering for Department through effective use of the in-store purchasing systems. Ensure range matches the format and customer service requirements whilst optimising stock holding levels and stock turn.
- Liaise with suppliers as appropriate and ensure that all stock is sourced through approved suppliers, all orders placed on time and all product checked on arrival for quality.
- Ensure appropriate stock control / stock taking processes and procedures are in place.
- Assist in ensuring sales and GP targets for the department are met or exceeded and that wage costs are controlled appropriately.
- Monitor sales and create opportunities to increase on last year.
- Support the control all department costs and manage credits.
- Help to ensure the shop is full fresh and appealing throughout the hours of trade, all food safety practices are adhered to and that stock levels are controlled appropriately.
- Ensures Foodstuffs PAK 'n SAVE promotional and pricing programmes are adopted so that the store presents a competitive and brand consistent offer to the market at all times.
- Ensure all appropriate signage is displayed correctly and that advertised product is displayed meaningfully.
- Merchandise the department appropriately, as per the best practice manual. Build eye catching displays and ensure the department merchandising standards invite purchases through attention to detail.
- Handle Customer enquiries and complaints appropriately and ensure effective interactions with customers at all times.
- Deputise for the Department Manager as required.
- Undertake the assigned tasks of a Baker.

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

- Making pastry and bread doughs.
- Baking required daily levels of bread, rolls and other bread products.
- Baking, icing and decorating cakes for customer orders as well as for display.
- Producing other bakery specific products as required (e.g. scones, muffins, pies, pizzas, cookies etc.)
- Making fresh cream products and finishing off (icing and decorating) cake products.
- Preparing frozen products for baking.
- 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. Handling all other customer enquiries appropriately.
- Ensuring the bakery cases are appropriately stocked and relevant merchandising standards are maintained at all times.
- Packaging and pricing baked breads, rolls, cakes, loaves, biscuits etc.
- Packing cakes and cutting cakes slices ready for packaging.
- Rotating stock and reducing to clear if required.
- Cleaning the prover, ovens and chiller.
- Receiving inwards goods.
- Other tasks across the store as required.

PEOPLE LEADERSHIP

- Assist in effectively Managing the team in the department by:
 - Assisting in recruitment of all team members into the department.
 - Ensuring all team members receive an appropriate induction / orientation to the department and receive appropriate ongoing training support.
 - Guiding all identified department members through identified training to achieve desired standards of performance.
 - Helping to ensure all staff are aware of development opportunities available to them.
 - Rostering to ensure adequate staff at all times, keeping in line with wage percentage targets.
 - Ensuring time sheets etc are completed appropriately.
 - Supporting the employees in the department involved in specific programmes / courses e.g. Management Development.
 - Assisting in the coordination of staff to ensure production requirements set for the day are met, regularly monitoring this and adjusting accordingly.
- Manage the appropriate department staff effectively through adherence to appropriate in-store policies and procedures and by setting a personal example of expected store behaviours.

COMPLIANCE

- Maintain 100% price integrity in the department.
- Maintain Health and Safety and Food Safety Compliance in the Department.
- Ensure traceability sheets are completed as required.
- Ensure appropriate safety equipment available to all team members.
- Ensure that record retention meets legal requirements.
- Ensure regulatory compliance across the Department in all areas relating to regulatory impact, including but not limited to compliance with store policies, and health and safety program.
- Have an understanding of health and safety management responsibilities relative to the position, including:
 - Ensuring all methods to identify and manage safety hazards are fully adhered to.
 - Ensuring regular safety inspections are carried out and that all accidents and incidents are reported and investigated by a trained investigator.
- Ensuring the safety behaviour of all staff, especially new, inexperienced and temporary staff, as well as contractors are properly managed through effective supervision and training.

FINANCIAL

- Help to ensure costs are kept within the parameters set out by Owner Operator.
- Manage assigned activities, promotions and initiatives within plan, budget and resource deployment delegations.

CULTURAL

- Live the store values.
- Contribute effectively as a team member.
- Maintain a standard of discipline which reflects in high standards of behaviour and dress as required by the Foodstuffs format and Owner.
- Support the development of the store's culture by working with the rest of the Management Team to support and deliver relevant programmes that maintain and build this uniqueness.

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

RESULTS FOCUS PLANNING AND ORGANISING (TO DELIVER RESULTS THROUGH OTHERS)

- Clearly communicates the goals and objectives of the business
- Plans activities and projects well in advance, and takes into account possible changing circumstances
- Works in a systematic way; putting systems and processes in place to ensure compliance and consistent levels of service despite changes in staff or suppliers
- Delegates effectively; empowering people yet holding them accountable
- Coaches employees, providing clear, honest feedback on their performance
- Has effective time management; working on the business more than they work in the business

**CUSTOMER
FOCUS****MEETING CUSTOMER EXPECTATIONS**

- Brings everything back to the customer; identifying and focusing upon their needs and 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 where customers want to shop
- Looks at, and responds 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 store

**SAP AND
COMPUTER
SYSTEMS**

- Is comfortable with computers
- Is methodical and able to follow logically through a process
- Has the ability to problem solve
- Is able to persevere with a task
- Is able to understand others’ viewpoints and help to solve problems
- Is able to understand the end to end process.

PEOPLE FOCUS**LEADING AND SUPERVISING**

- Provides clear and consistent direction
- Recruits and motivates the right people
- Invests in their people through training and development
- Sets and upholds standards (of product, service and behaviour)
- Role models the desired (positive) culture and behaviour (‘fair yet firm’)
- Acts with confidence, authority, integrity and empathy

WORKING WITH PEOPLE

- 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 rewarding the contribution of others
- Actively builds a team spirit of openness and inclusiveness where staff feel able to offer ideas
- Listens, consults and communicates openly and proactively
- Adapts style to build and maintain relationships with multiple stakeholders (staff, suppliers, peers etc)

PERSUADING AND INFLUENCING

- Makes a strong, positive personal impression on others
- Gains clear agreement and commitment from others by persuading or negotiating
- Inspires and convinces others, giving them the confidence to do their jobs effectively
- Facilitates discussions to ensure all ideas are heard and to influence outcomes and actions
- Manages conflict openly, fairly and quickly
- Uses questioning and listening skills to understand issues and create solutions with others
- Is resilient; persuading others to keep trying new things even in the face of setbacks
- Accepts new ideas and initiatives, able to adapt to changing circumstances
- Shares knowledge and expertise

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 accepts nothing less from their team
- Consistently demonstrates honesty and integrity (in words, decisions and actions) in all of their dealings with customers, staff, suppliers and colleagues)
- Consistently, openly, and fairly addresses difficult issues (e.g. poor performance, conflict, theft)
- Follows due process on all issues of compliance
- Demonstrates a strong work ethic through their commitment to the organisation'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

'CO-OPERATIVE' SPIRIT

- Competitive externally rather than internally (and at the expense of the Co-operative)
- Uses the strength of the Co-operative; following co-operative guidelines and challenging themselves, their colleagues, and the organisation to do the right thing even if it does cost money
- Encourages individual and business contribution to the community
- Builds a wide and effective network of contacts that they use for support and sharing great ideas

QUALIFICATIONS AND EXPERIENCE

ESSENTIAL

- Qualified Baker (NZQA)
- Supervisory experience
- Food retail or FMCG experience
- Unit standard 497
- Competent using Microsoft package
- Can communicate well with people from all walks of life
- Good written communication skills, including management reporting
- Mathematic skills, for budgeting, forecasting and rostering
- Demonstrated experience analysing and solving problems
- Confidence with managing the complaints process and conflict resolution
- 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
- Full, clean driver's licence as there may not be public transport available at the start of end of your shifts.

DESIRED

- SAP or similar ordering system
- Unit standards 167 & 168
- Foodstuffs trained
- Supervisory experience within a team of 3-6 team members per shift
- Bakery Department management experience.

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