



JOB DESCRIPTION: BAKER

Responsible to: Catering Operations Manager

Mission: To help us be the best independent retailer and deliver on the company purpose, aspiration, customer promise and values primarily by delivering excellent customer service throughout all areas of your role.

OUR COMPASS

Our Purpose (why)

Our purpose is to build a better, fairer food community.

Our Aspiration (what)

We will be the best independent retailer at making organic and local food accessible to all, whilst respecting and celebrating all in the food chain.

Our Customer Promise (what)

1. The best offer of fresh, all organic produce available.
2. The largest range of organic and local food in the UK
3. Fair prices to all in the food community
4. Convenience of our daily needs under one roof.
5. A friendly and caring shopping experience

Our Values (how)

"THIRST for a better world"

Trust and honesty in our dealings, messages and promises to customers

Healthy in mind & body, in our way with each other, our offer and our planet

Independent and proudly so, unconventionally challenging the status quo

Respectful of our suppliers, customers, local community and staff

Service of all and striving to be better and to go the extra mile for customers

Trading fairly because we are all interconnected and the world needs it

Our Tone (how)

Caring, engaging, friendly, positive, honest, considered, respectful

Fair, helpful, balanced, empathetic, outspoken, bold, professional

Yet, with fun and vivaciousness

Your job profile will give you a clear understanding of what you need to deliver under the Compass: sales, service, standards, people and costs as well as the behaviours you need to demonstrate. It details how your role supports Better Food to become a better, ethical, organic retailer within Bristol and beyond.

Purpose of Job:

To be responsible for baked goods, prepared and cooked food in the Café / Deli, supervising team members to ensure the smooth running of the café /deli and maintaining standards.

Main responsibilities.

- Preparation, production and serving of cakes, breads and pastries
- Receipt and production of orders for the Whiteladies Road Deli.
- To work with Cafe Manager to ensure efficient ordering, receipt and management of stock, including monthly stock takes, so that the department is adequately and appropriately stocked whilst adhering to department profit margins.
- Create daily baked offer in collaboration with the Catering Manager, with a view to making the best of the stock available.
- Responsible for the quality and range of baked products sold in the Deli/ Café especially those that are produced in house. Being responsive to the consumer within the parameters of the company ethos (local, organic etc) and purchasing guidelines.
- Working with the Cafe Manager to ensure all baked items on sale are priced appropriately to achieve target margins.
- Working with the kitchen team to ensure that the appearance of the cake display is always abundant, clean and tidy.
- Creating a welcoming atmosphere for the customers to the store by greeting customers and giving excellent customer service. Reporting any customer service issues to the management team.
- Provide a safe and clean environment for staff and customers by adhering to food hygiene and health and safety and fire safety regulations. Including filling in the Safer Food and Better Business diary sheets.
- To assist customers by developing good knowledge of products, special diets and link-selling opportunities.
- To adhere to standards of appearance, hygiene (both personal and café/ deli), timekeeping, work ethic and customer service.
- To undertake daily routines including cleaning, as trained with purpose and efficiency.
- Maintain security by being vigilant at all times to potential thieving and stock loss.
- Operating the till and accurately handling cash, credit/debit cards and coupons.

Expectations: We expect all staff to foster a “can do” attitude, to lead and inspire by example and to put the best interests of the company at the forefront of all they do at The Better Food Company.

This includes taking responsibility for achieving and maintaining the highest standards of health and safety in the workplace.

HR
April 2016