

## **JOB DESCRIPTION: KITCHEN PORTER**

**Company 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.

Working hours: Shifts – to support 7 day trading  
 Reports to:  
 Direct reports: None  
 Role objectives:

Your job purpose is to give great service and sell to our customers, directly and by doing the jobs required.

## **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

**Role purpose:**

To be an active member of the catering team to deliver high quality food and drink from Better Food kitchens

**Key responsibilities:**

- To work, often at speed, to minimise the build-up of equipment, crockery, cutlery etc
- Adhere to guidelines for washing and cleaning
- Act as a resource to the kitchens and cafés as and when required
- Assist the Chefs, and work closely with them to alleviate pressure at peak times
- Receiving orders, using good stock rotation practices
- Carry out cleaning of kitchens and cafés
- Assist with basic food preparation when required
- Ensure safe storage of all equipment and cleaning materials
- Report maintenance issues promptly
- Provide excellent customer service to customers internally and externally
- Remove waste and recycling from kitchens
- Ensure health and safety policy and practice followed
- Maintaining high standards of cleanliness and tidiness
- To undertake training and development relevant to the role

**Behaviours:**

Self-motivated, proactive

Sound knowledge and practice of health and hygiene systems

Ability to work using own initiative

Good communication

Excellent customer service

Support 7 day trading

Experience of basic food preparation

**Key Performance Indicators:** To be agreed

**Expectations:**

We expect all staff to have 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 Better Food.

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

January 2016