

|  |
| --- |
|  ROLE PROFILE |
| Job title | Bakery Manager  | Date | Sep 2023 |
| Business | Ye Olde Pork Pie Shoppe |
| Department | Samworth Brothers Craft & Innovation Centre |
| Location | Melton Mowbray |
| ROLE SUMMARY  |
| This role is responsible for overseeing the day-to-day operations of the Bakery as well as its planning for and, delivering its in-year and future requirements for people, products, quality and capacity.Managing Colleagues: As the Bakery Manager, you will be responsible for managing and supervising the team. This includes hiring and training new employees, scheduling shifts, and ensuring that all team members understand their roles and responsibilities. Training and development of colleagues for rotational skills cover is a key element of the role to ensure long-term capability within the business.Quality Control: Maintaining high-quality standards is essential in a Bakery. You will be responsible for ensuring that all current and future products meet the Bakery's quality and taste expectations. This involves monitoring the entire process, checking ingredients and measurements, and conducting regular taste panels.Inventory Management: Managing inventory is a crucial aspect of the job. You will need to keep track of ingredients, supplies, and equipment to ensure that they never run out of necessary items. This may involve placing orders with suppliers, monitoring stock levels, close liaison with other Samworth Businesses and scheduling and managing deliveries. Production Planning: As Manager of the process, you will need to plan and organize the production schedule. This may include determining daily production goals, coordinating with the baking team, identifying, and dealing with bottlenecks and, ensuring that all orders are fulfilled on time and efficiently – especially critical for Christmas and to deliver the growth ambitions.Overseeing a total review of the manufacturing process flow and aligning the process, space and resources. Food Safety and Hygiene: Working with nominated technical support. Maintaining a clean and safe working environment is essential in a Bakery. You will need to enforce proper food safety practices, adhere to food safety regulations, and ensure that all staff members follow hygiene protocols. Identifying and improving processes as required (such as traceability). Responsibility to deliver clear EHO, PGI or other such audits will be the responsibility of this role. Collaborating with the Technical Team by owning and maintaining a labelling data base to ensure all current and new products have appropriate information. Health & Safety: Collaborating with Walker and Sons H&S lead. Personally, leading by example, implementing, and enforcing safety policies. Incident investigation and apply corrective actions where/if required. Conduct risk assessments to identify potential hazards and implement a safe system of works to mitigate risk. Provide relevant training and keep all the records. Own the H&S Gap analysis process and deal with corrective actions.Customer Service: Providing excellent customer service is vital to the success of a Bakery. As the Manager of the area, you will need to lead preparations and oversee customer interactions, handle complaints or concerns, and ensure that customers have a positive experience.Support the innovation and growth agenda through the Bakery working with NPD teams to develop new commercially viable products through the Bakery, identifying and recommending options to solve capacity or capability gaps.Troubleshooting: Inevitably, challenges may arise in a Bakery. You will need to be resourceful and able to quickly troubleshoot issues such as equipment downtime, staffing shortages, or recipe adjustments. |
| REPORTING STRUCTURE |
| Reports to | Operations Manager & working towards Walkers Charnwood Ownership of the site |
| Deputy | N/A |
| Direct & indirect reports | N/A |
| Key internal stakeholders | The Shoppe, Fulfilment Centre, Innovation Centre, Walkers Charnwood |
| Key external stakeholders | External visitors and colleagues from other Samworth sites |
| SKILLS & ABILITIES  |
| * A natural leader and influencer
* Articulate and numerate
* Financially aware with an analytical focus
* A commitment to high-quality and continuous improvement
* Have a flair for building & maintaining relationships at all levels, both internally & externally
* Have the ability to prioritise and proactively manage multiple tasks whilst working to tight deadlines.
* Able to work on own initiative or be part of a team, and demonstrate creativity, hunger, drive and tenacity.
* Self-starter attitude with a professional approach and right first-time mentality
* Problem-solving skills and the ability to work on a tactical and strategic level.
 |
| KNOWLEDGE & UNDERSTANDING  |
|

|  |  |
| --- | --- |
| The organisation | Understands organisational purpose, activities, aims, values, vision for the future, resources and the way that the political/economic environment affects the organisation. |
| Value of their skills | Knows organisational structure and demonstrates understanding of how their work benefits the organisation.  |
| Stakeholders | Has a practical knowledge of managing stakeholders and their differing relationships to an organisation. This includes internal and external customers, clients and/or suppliers. Consults with internal/external customers, suppliers and other stakeholders.  |

ProfessionalismBehaves in a professional way. This includes personal presentation, respect, respecting and encouraging diversity to cater for wider audiences, punctuality and attitude to colleagues, customers and key stakeholders. Adheres to the organisation's code of conduct for professional use of social media. Personal qualitiesShows exemplary qualities that are valued including integrity, reliability, self-motivation, being pro-active and a positive attitude. Motivates others where responsibility is shared.Managing performanceTakes responsibility for their own work, accepts feedback in a positive way, uses initiative and shows resilience. Also takes responsibility for their own development, knows when to ask questions to complete a task and informs their line manager when a task is complete. Performs thorough self-assessments of their work and complies with the organisation's procedures.AdaptabilityIs able to accept and deal with changing priorities related to both their own work and to the organisation.ResponsibilityDemonstrates taking responsibility for team performance and quality of projects delivered. Takes a clear interest in seeing that projects are successfully completed, and customer requests managed appropriately. Takes initiative to develop own skills and behaviours. |
| QUALIFICATIONS, EXPERIENCE, TECHNICAL SKILLS  |
| * Management or Supervisory experience within manufacturing/industry
* Experience in Food Safety and People Safety
* Skilled in the use of MS Office applications including Excel, Word, PowerPoint and Teams
 |
| CORE COMPETENCIES, ATTRIBUTES & BEHAVIOURS FOR SUCCESS |
| **Competency** | **Descriptors** |
| Values People | *Demonstrates the belief that people are our most important asset and central to the success of the organisation. Everybody should be treated with dignity and respect at all times.* |
| Customer Focus | *Demonstrates the understanding that the satisfaction of our internal and external customers is the foundation of our success* |
| Collaborative Team Working | *The willingness to function as part of a team and work towards achieving shared objectives through adopting best practice in line with our Purpose statement and Company Values.* |
| Flexibility & Adaptability | *The ability to change and adapt own behaviour or work procedures when there is a change in the work environment, for example as a result of changing customer needs.* |
| Initiative & taking ownership | *Steps up to take on personal responsibility and accountability for tasks and actions in line with our Purpose statement and Company Values.* |
| People Management | *The ability to understand people and their motivations, build good relationships with them and help them to unlock their potential.* |
| Empowering Others | *Creates an environment where people feel required and enabled to take ownership and responsibility.*  |
| Coaching for Performance | *The ability to help others achieve more through two-way feedback, clear direction and enabling.* |
| Analysis & Planning | *The ability to take a range of information, think things through logically and prioritise work to meet commitments aligned with organisational goals.* |
| Drive for Excellence | *Knows the most effective and efficient processes for getting things done, with a focus on continuous improvement.*  |