

Samworth Brothers

QUALITY FOODS



ROLE PROFILE

Job title	Shop Assistant	Date	July 2020
Business	Dickinson & Morris		
Department	Shop		
Location	Ye Olde Pork Pie Shoppe		

ROLE SUMMARY

Working as part of a small team in a busy retail environment, you will be responsible for the completion of the functions necessary to assist with the smooth running of the Pie Shop. This would include, serving customers, processing sales through the tills, slicing, cutting and packing products for sale, making hot and cold sandwiches, serving tea & coffee, replenishing stocks and completing orders.

You must clean as you go, ensuring that all working areas are maintained to the highest required levels of cleanliness, and that all documentation covering Food Safety, Health & Safety and due diligence are completed as and when necessary.

The role will also encompass other tasks in and around the shop, bakery, and livestock market and occasional off site locations (e.g. shows).

REPORTING STRUCTURE

Reports to	Bakery and Shop Manager
Direct & indirect reports	None
Key internal stakeholders	Bakers, shop assistants, administration
Key external stakeholders	Customers (shop, online and wholesale), and other Samworth Brothers businesses

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

- Able to work any 5 days in 7 with two days off per week
- A flexible approach and willingness to undertake different tasks
- Maintain good standards of personal hygiene
- Demonstrates the knowledge of products to advise customers in a professional and helpful manner. Contributes to the team's success in achieving targets. Adapts work pace to the needs of the business to ensure maximum productivity
- Show initiative with an emphasis on customer satisfaction, ensuring a high level of customer service and positive and memorable customer experience.
- Participate and share ideas in all training activities and team briefings as required.
- The willingness to act as part of a team and work towards achieving shared objectives through adopting best practice in line with the Samworth Brothers Values.
- Perform all tasks to a consistently high standard.
- Demonstrate a positive attitude at all times, even when under pressure.
- Maintain high standards of cleanliness within all working areas.
- Provide customers with an appropriate service in a polite, efficient and friendly manner, maintaining eye contact and smiling.
- Adapt service style to suite individual customer needs.
- Punctual, reliable and adaptable
- Promote a positive company image at all times by proudly representing the Dickinson and Morris/ Mrs King's/ Samworth Brothers brand both inside and outside of work
- Deliver quality of products guaranteeing customer value for money.
- Treat all customers with dignity & respect. Handle customer concerns and complaints in a polite, courteous and helpful manner. Work on the premise that 'the customer is always right'
- Maintain good standards of personal hygiene, including general appearance. Ensure your uniform is clean, neat and tidy at all times in accordance with Company Policy.
- Raise any matters of concern through the proper company channels in the first instance.
- Comply with all Statutory, Legal and Company requirements in terms of quality and hygiene

QUALIFICATIONS, EXPERIENCE, TECHNICAL SKILLS / KNOWLEDGE

- Food Safety Certificate level 2
- Excellent customer service skills
- Good working knowledge of hygiene standards

CORE COMPETENCIES, ATTRIBUTES & BEHAVIOURS FOR SUCCESS

Competency	Descriptors
Values People	<i>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.</i>
Customer Focus	<i>Demonstrates the understanding that the satisfaction of our internal and external customers is the foundation of our success</i>

Collaborative Team Working	<i>The willingness to act as part of a team and work towards achieving shared objectives through adopting best practice in line with the company's purpose and values.</i>
Flexibility & Adaptability	<i>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.</i>
Initiative & taking ownership	<i>Steps up to take on personal responsibility and accountability for tasks and actions in line with the company's purpose and values.</i>
Drive for Excellence	<i>Knows the most effective and efficient processes for getting things done, with a focus on continuous improvement.</i>
Resource Management	<i>Effectively manages resources and cost drivers to achieve sustainable productivity and profitability.</i>
Technical Expertise	<i>Has the skills, knowledge and experience required to excel in own area of specialism and the willingness to further grow and develop.</i>
Self-Management	<i>Uses a combination of feedback and reflection to gain insight into personal strengths and weaknesses, so that own time, priorities and resources can be managed to achieve goals.</i>