



JOB DESCRIPTION

Job title	Retail Bakery Assistant
Salary range	£8,415 (FTE £23,117)
Department	Retail
Working pattern (hours/weeks etc)	20 Hours per week worked across 5 days. Some weekend working will be required. 31 weeks per year.
Responsible to	Assistant Retail Manager
Supervisory responsibility	Student Staff
Job purpose	To assist the management team with the day-to-day operation of the NTSU Spar by delivering high standards of cleanliness and food safety. To prepare good quality bakery goods in line with the planograms.

Main duties and responsibilities

1	Engages in sustainable practices while in the workplace – accepts and follows sustainable office policies and procedures.
2	The prepping of a variety of food items to the highest standard, in order to meet customer demand.
3	To carry out cleaning duties throughout the day to maintain high standards in the preparation area
4	Ensuring that all areas of the store and food products are displayed in a clean, tidy and attractive manner, seeking to maximise sales and profitability within the store
5	To comply with relevant legislation and health and safety responsibilities as defined in the induction period and training.

Secondary and other duties

1	Tries new and sustainable practices: whenever possible, employee tries to reduce the negative environmental impact of their work – especially their waste and greenhouse gas emissions.
2	Such other duties that may be reasonably requested by the Retail Management Team

Conduct and Attitude

The Union expects that the post holder will undertake their duties in a manner conducive to creating a pleasant and positive working environment, role modelling appropriate standards of behaviour and etiquette between themselves and beneficiaries, stakeholders, customers and colleagues. The post-holder will have the ability to deliver and receive constructive feedback, fostering an environment of continuous improvement and development.

Standards

At all times, the post holder will;

- Portray a positive image of NTSU, both professionally and personally.
- Actively support good sustainability practices in line with the organisation's ethical and environmental policies.
- Promote and share our commitment to a culture of equity, diversity, and inclusion, being empowered to report any concerns in line with the relevant NTSU procedures.
- Uphold the values of NTSU, demonstrating high standards of integrity, accountability, respect for others, courtesy and professionalism.
- Have a flexible approach and be willing to support colleagues in their department and the wider NTSU team.
- Undertake any reasonable task that helps NTSU achieve its objectives, given their role and position in NTSU.

Miscellaneous

- This job description reflects the immediate requirements and objectives of this post. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities.
- NTSU will periodically examine job descriptions/person specifications to ensure they accurately reflect each role.
- Following consultation with the post holder, this specification is subject to alteration to account for any substantive change in duties and or level of responsibility.

EMPLOYEE SPECIFICATION

Job title	Retail Bakery Assistant
Department	Retail
Responsible to	Retail Assistant Manager

Criteria	Essential	Desirable
Experience	Customer facing environment	Familiarity with sustainable office practices.
	In a role that focusses on customer service and customer experience	Experience in Bakery
	Working in a fast paced environment	6 months experience in a food environment
Skills	Ability to work on their own	Ability to work cross functionally across departments
	Good communication skills	
	Proactive approach to work	
	Basic Administration skills	
	Ability to deliver customer service in a friendly, professional and efficient manner.	
Knowledge	Basic food hygiene certificate	Understanding of sustainable practices when dealing with waste products
Values	Team orientated, friendly	
	Interested to work for NTSU vision and values.	